CHAPTER 1: CONTINUOUS QUALITY IMPROVEMENT (CQI)

OUTCOME STATEMENT: Utilize on an on-going basis a quality review process that accurately measures processing performance in a way that creates a perpetual self-diagnostic and self-fixing process.

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AABD

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Quality Control Unit Overview

- QC Unit is managed by Public Health
- QC reviews Active and CAPERS Findings
- QC Specialist review cases based on state and federal regulations
- After the QC Specialist completes their review, it is re-reviewed by the QC-Payment Accuracy Specialist.
- A subsample of each month's cases are reviewed by FNS.
- SNAP actions that are reviewed by QC and the QC-PAS are:
  - SNAP Active-are reviews of the accuracy of the dollar amount each household is receiving.
  - SNAP CAPERS- are reviews of the processing status for which households were denied or terminated.
  - SNAP Timeliness- are reviews to determine if the household received the SNAP benefits in a timely manner.

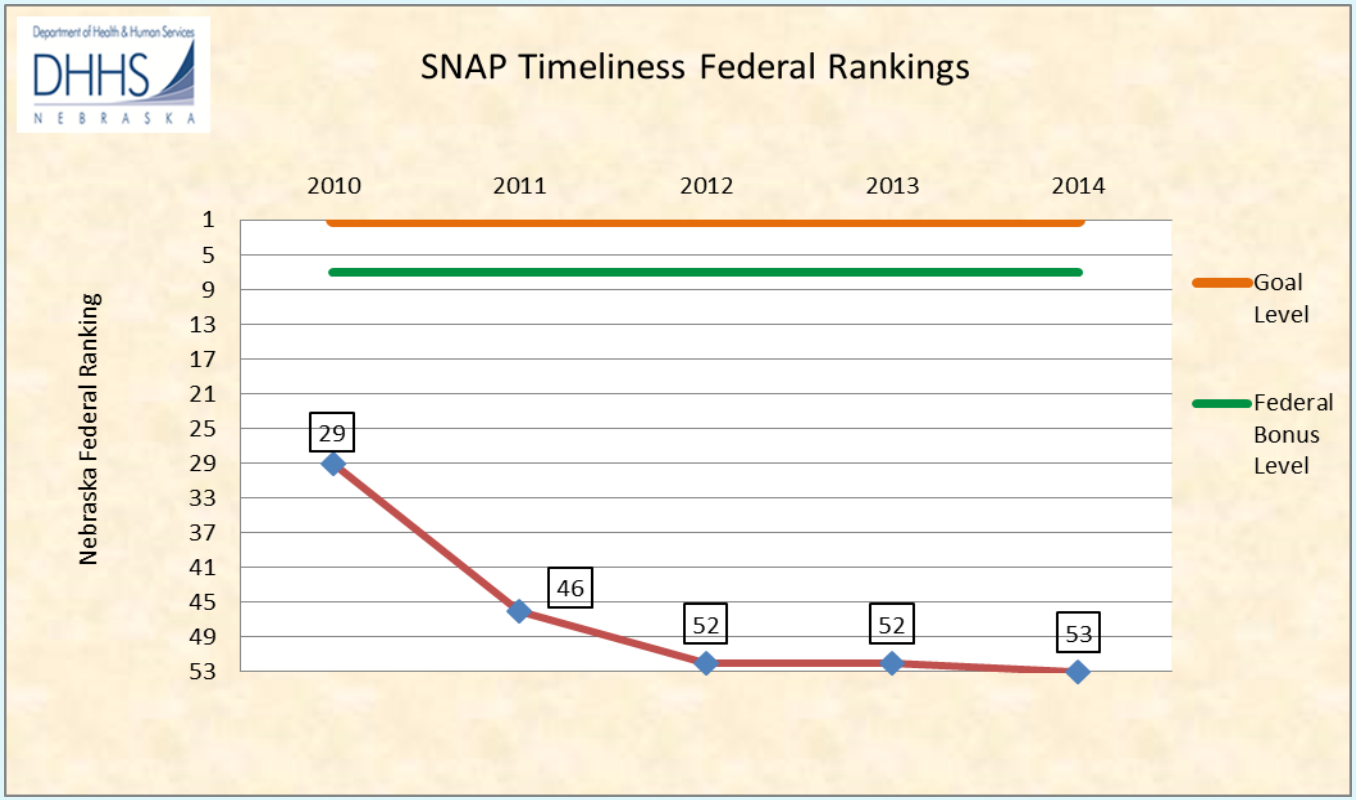
Program Accuracy Unit

- PAS Unit is managed by Children and Family Services.
- PAS determine if proper procedures and policy were used to continue or establish eligibility, review documents and case files, and conduct Targeted Reviews to determine where errors or breakdowns are occurring.
- PAS create Weekly R.E.Ps (Recap of Essential Policy and Procedures), Captivate Videos and Quizzes that are shared with the field.
  - ***The most current training materials are uploaded on SharePoint under Training Tools by Topic.***
- PAS are now using the NEARS 3 program.
- PAS are reaching out to teams in all service areas to offer support when needed.
- Programs PAS review:
  - Supplemental Nutrition Assistance Program (SNAP)
  - SNAP Timeliness
  - Child Care
  - Aid to Dependent Children (ADC)
  - Assistance to Aged, Blind, or Disabled Payment (AABD)
  - Low-Income Home Energy Assistance Program (LIHEAP)
  - Social Services for Aged and Disabled (SSAD)
- PAS review the following Functions:
  - Interviewing
  - Processing
  - Change Management
  - Phone Observations

CHAPTER 2: FEDERAL REPORTING

Goal Statement: Continually meet or exceed Federal Guidelines with the goal to optimize quality and realize Federal Bonus Funds

Goal Statement: SNAP timeliness will move towards the goal of being ranked #1 which will ensure that households will receive accurate benefits within 7 days upon receipt of application for Expedite households and by 30 days upon receipt of application for Non-Expedited households.



The above chart: Fiscal Year 2014 – Ranking covers the time period October 2013 to March 2014.

Most Current Information Updated: 8/2014.

Timeliness Rankings are released Quarterly.

Timeliness: measured from application receipt date for when benefits are administered and in the customers hands.

Active Findings

Strengths/Accomplishments:

SCR:

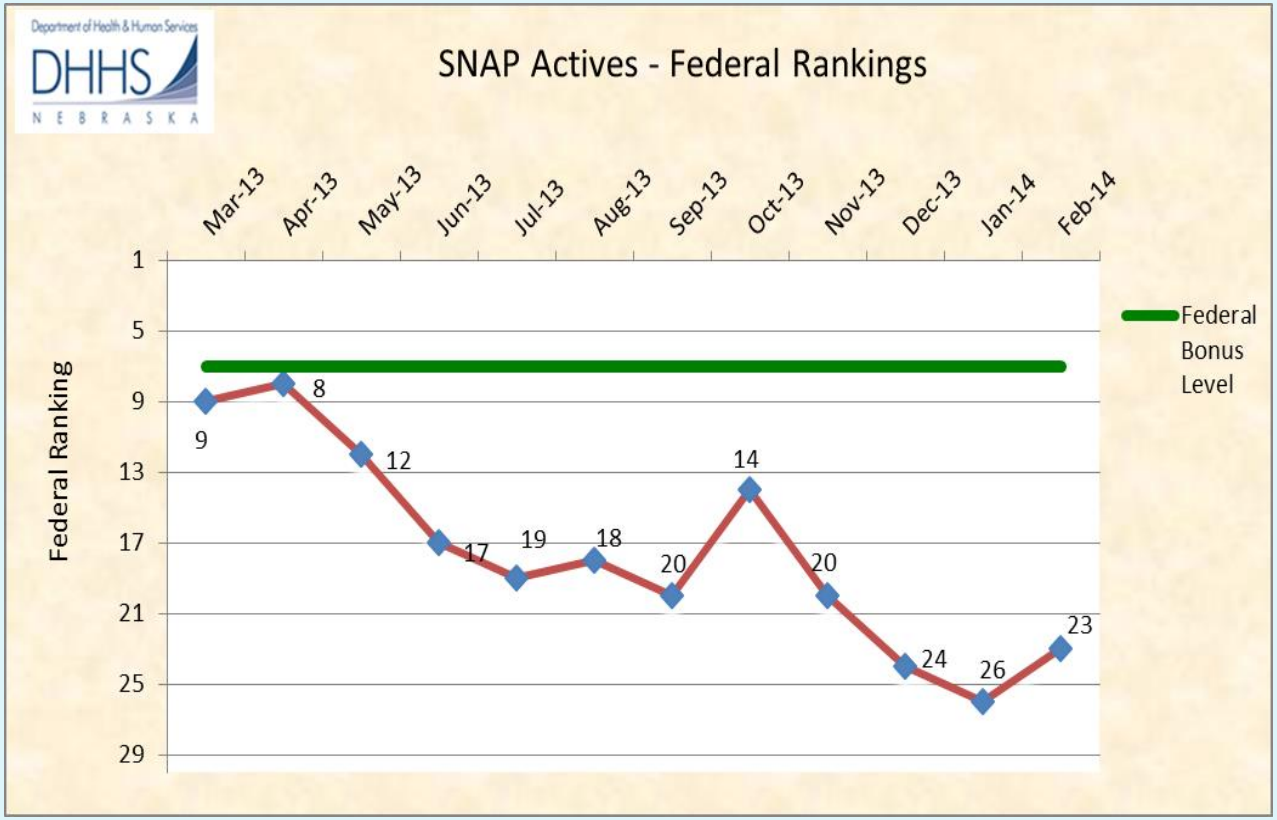
1. SCR 14203 for July 13 will issue EBT cards when a SNAP case is pended instead of approved.
2. SCR 14954 for July 13 will add a Death indicator on an SSA record.
3. SCR 13516 for July 13 will give workers the ability to check to EDRS records for SNAP IPVs that have occurred in another state.
4. SCR 14866 will create a prefilled EA Review/Recert applications.

Action Items:

1. SCR 15280 will add a new closure reason for people who have been Disqualified from Another State.
2. SCR 15056 Verif request correspondence will be added to CBI.

Barriers:

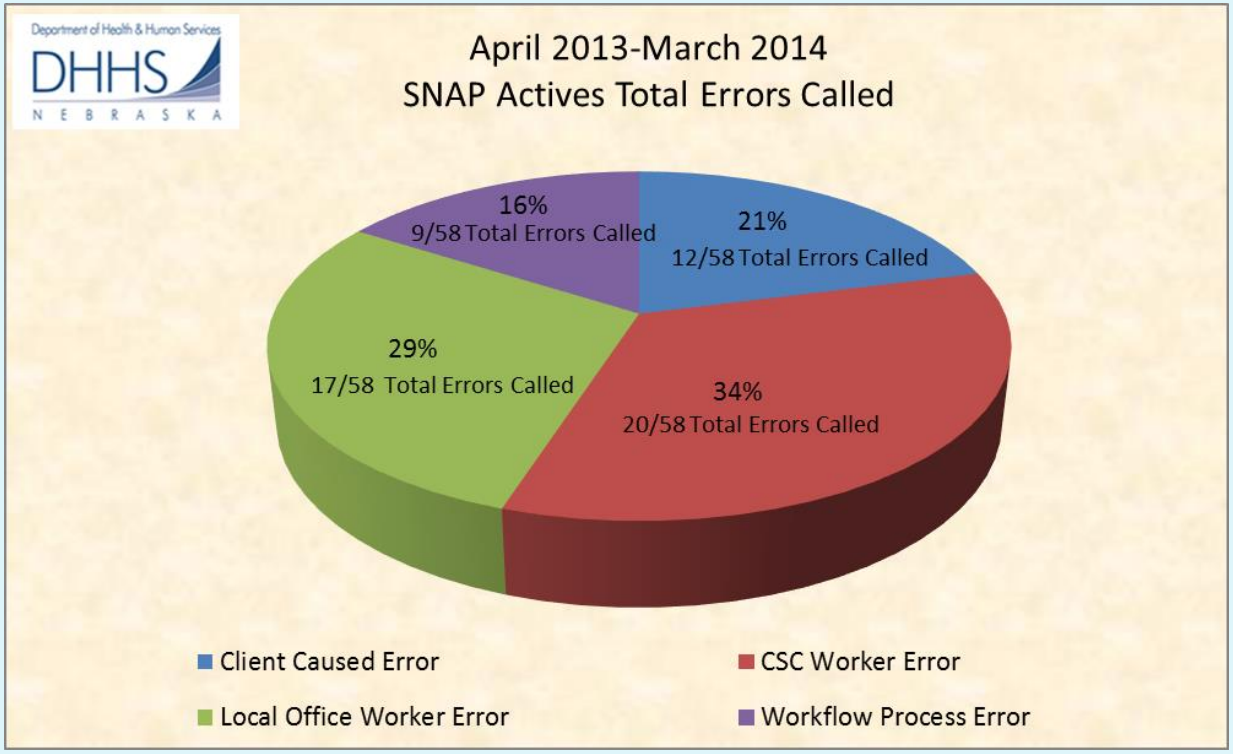
Goal Statement: The accuracy of SNAP Active cases will move towards the goal of 100% correctness on the SNAP amount each household is receiving.



The above chart: Is measured in dollars for the percentage errors and is showing a comparison of Active Error rankings for 3/2013 to 2/2014.

Updated:8/2014.

Active Errors



CSC Most Frequently Cited Errors

Earned Income not updated/budgeted incorrectly – 7
Unearned Income not updated/budgeted incorrectly – 4
Household Composition Incorrect – 4

Local Office Most Frequently Cited Errors

Earned Income not updated/budgeted incorrectly – 6
Unearned Income not updated/budgeted incorrectly – 5
Shelter/Utility Expenses not updated/incorrect used in budgets - 3

The above chart and cited information: Represents where the Active Errors occurred and the top errors found.

CAPERS Findings

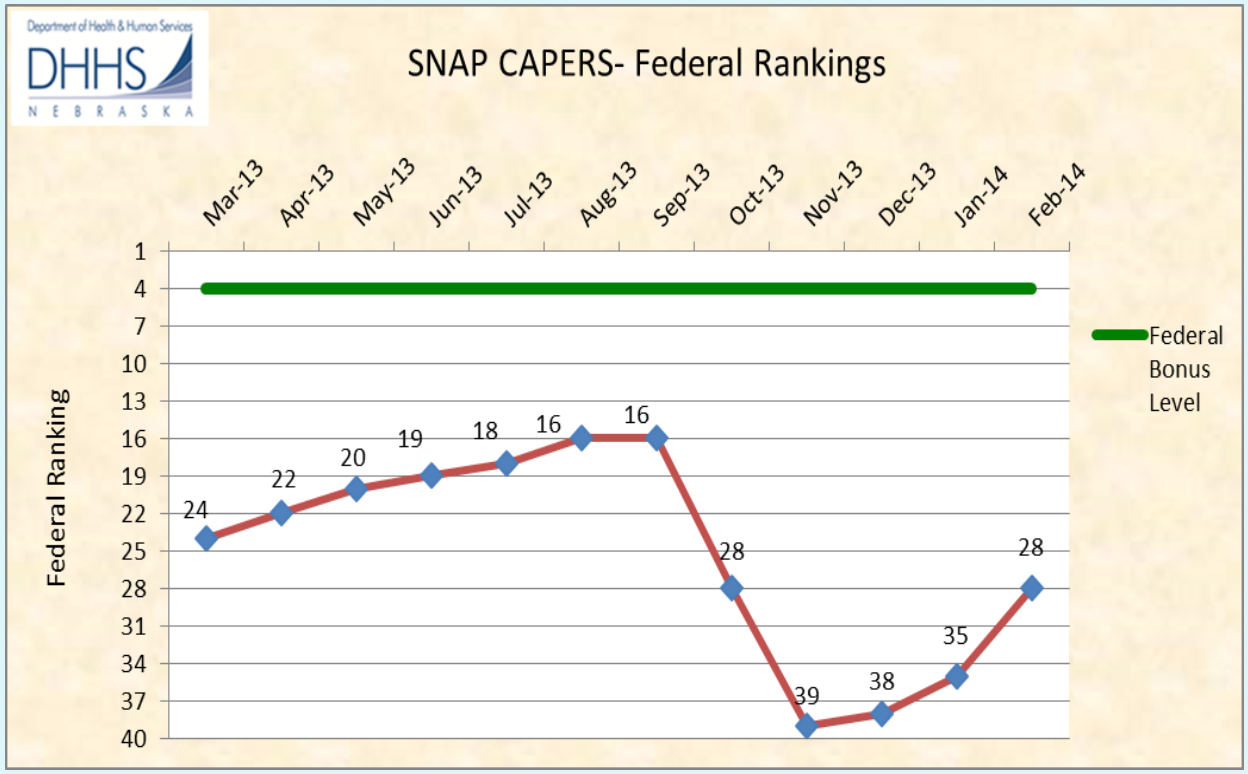
Strengths/Accomplishments:

SCR:

1. SCR 14203 for July 13 will issue EBT cards when a SNAP case is pended instead of approved.
2. SCR 14954 for July 13 will add a Death indicator on an SSA record.
3. SCR 13516 for July 13 will give workers the ability to check to EDRS records for SNAP IPVs that have occurred in another state.

Barriers:

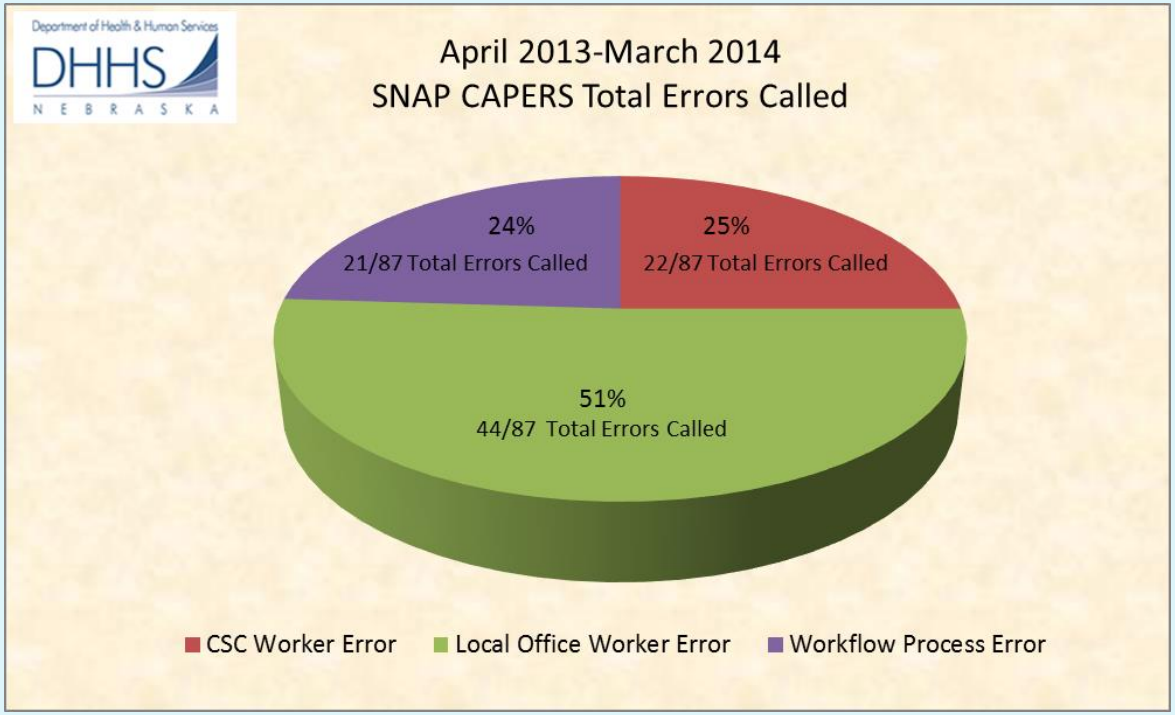
Goal Statement: The accuracy of SNAP CAPERS cases will move towards the goal of 100% correctness on the processing status for which households are denied or terminated.



The above chart: Shows a comparison of CAPERS rankings for 3/2013 to 2/2014.

Updated:8/2014.

CAPERS



Local Office Most Frequently Cited Errors

Case denied untimely for failure to provide after day 30 – 12
Incorrect denial - agency delay interview scheduled untimely – 6
Incorrect denial due before day 30, missed interview/incorrect address used – 4

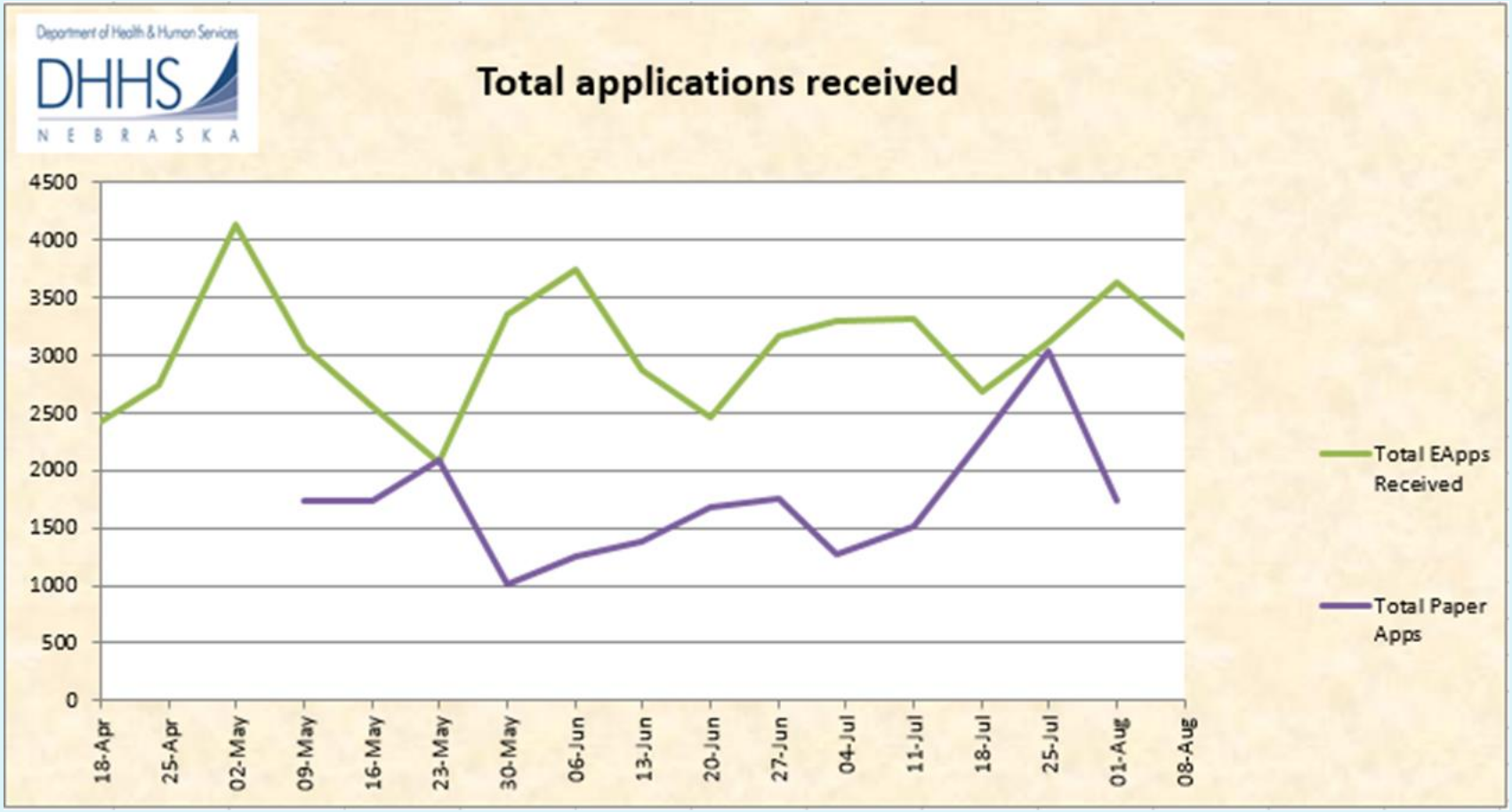
The above chart and cited information: Represents where the CAPERS occurred and the top errors found.

CHAPTER 3: STATE REPORTING

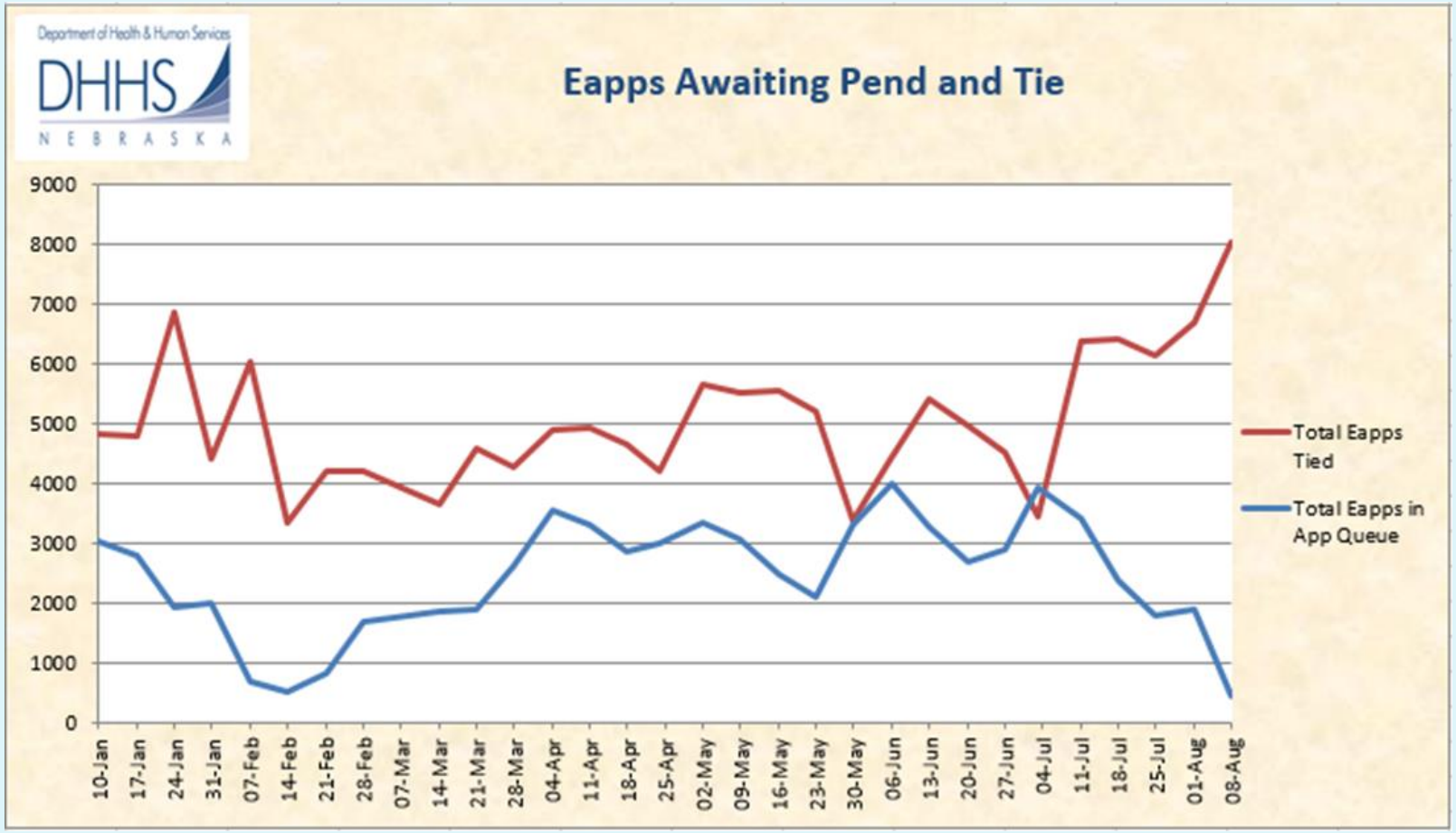
Outcome Statement: Children and Family Services Economic Assistance Constituents will receive services in a timely manner and will be processed according to State and Federal Guidelines.

Goal Statement: Continually review completed cases, then measure and report CFS processing performance.

Total Applications Received

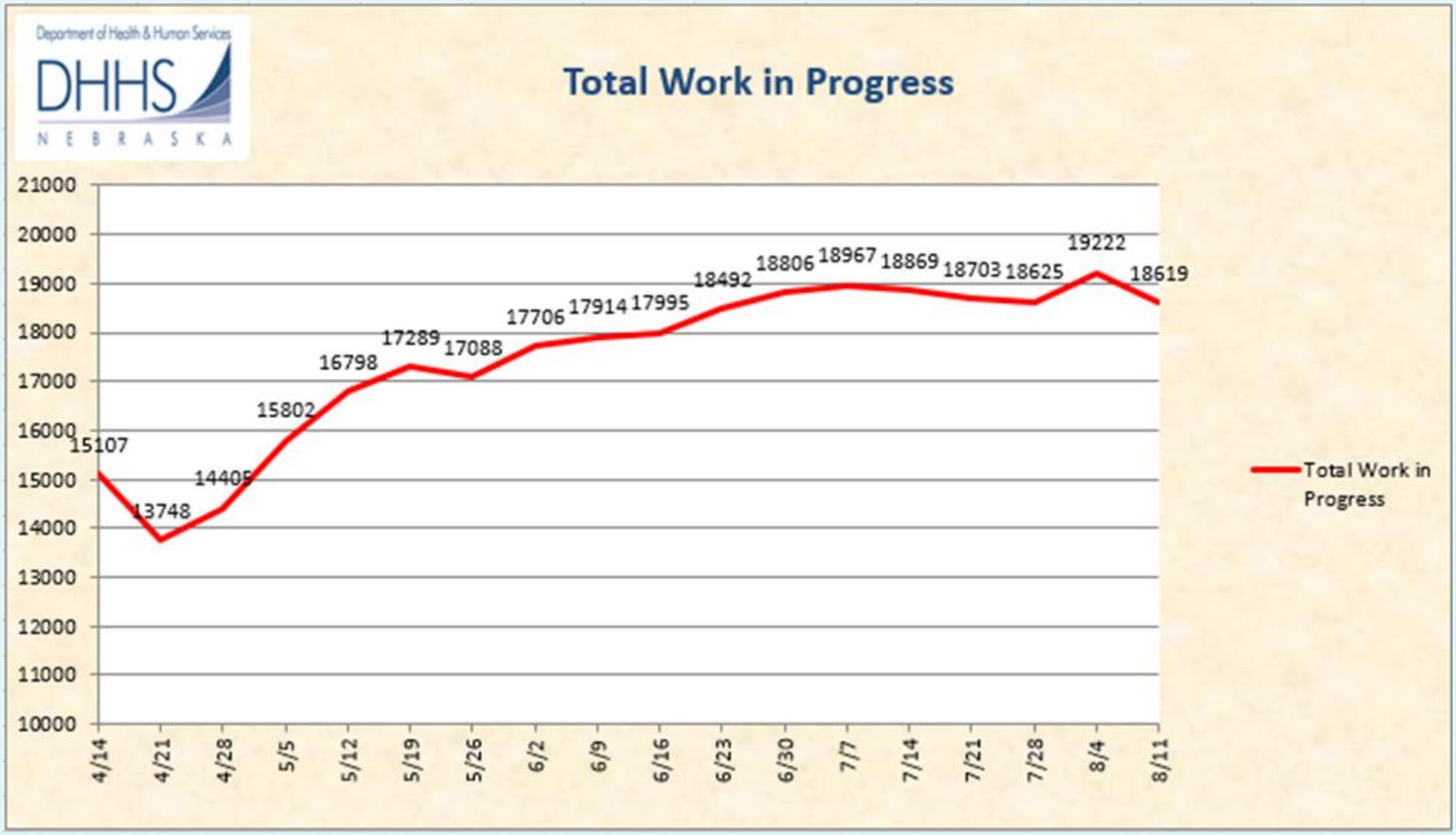


Total Electronic Applications



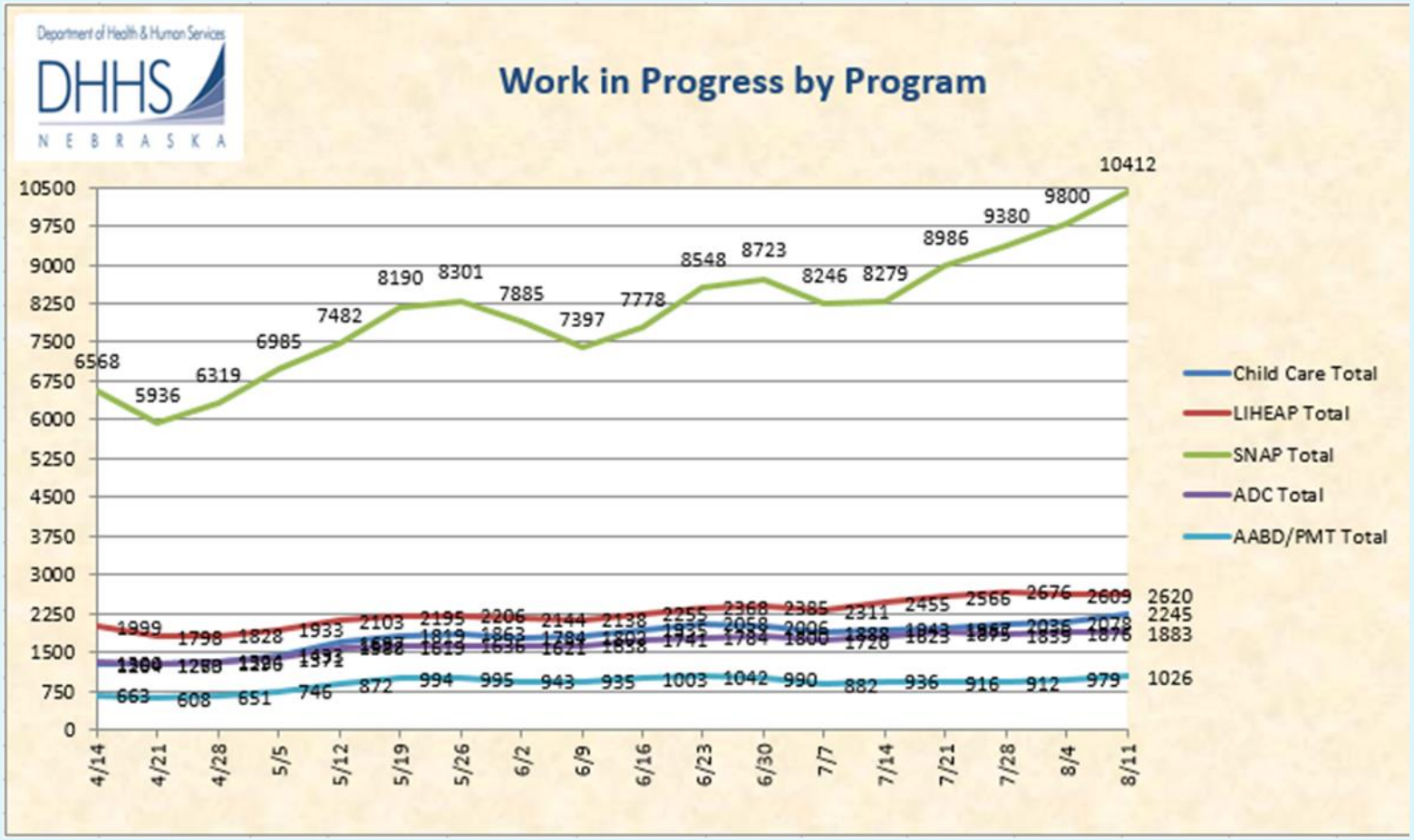
Total Work in Progress

Definition: Total Work in Progress is defined as the total number of Program Cases that are in Pending status plus the total number of applications that are in the app management queue.



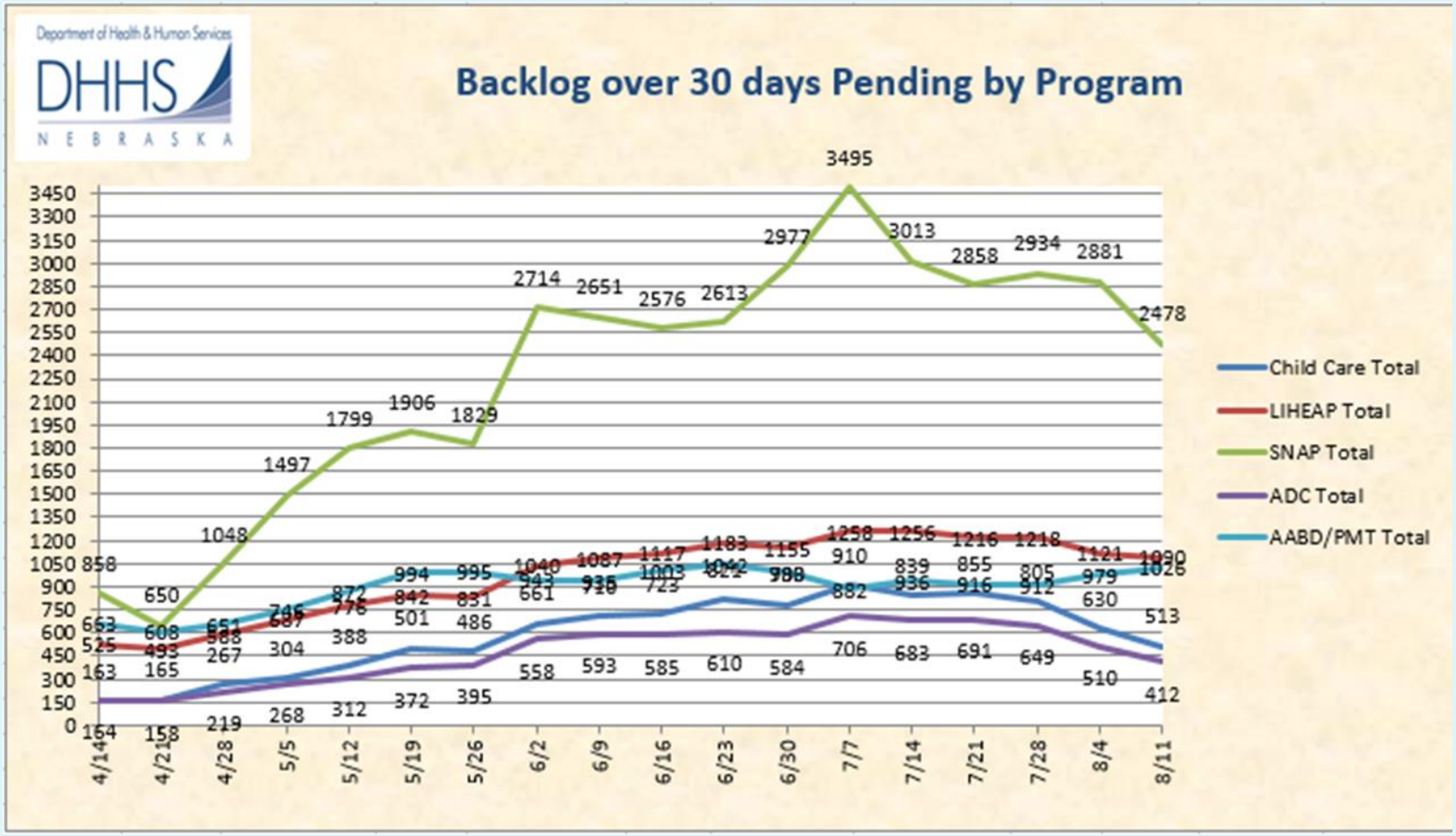
Work in Progress by Programs

Definition: Work in Progress by Programs is defined as the total number of Programs that are in Pending status. Each program is represented as a line on the chart.



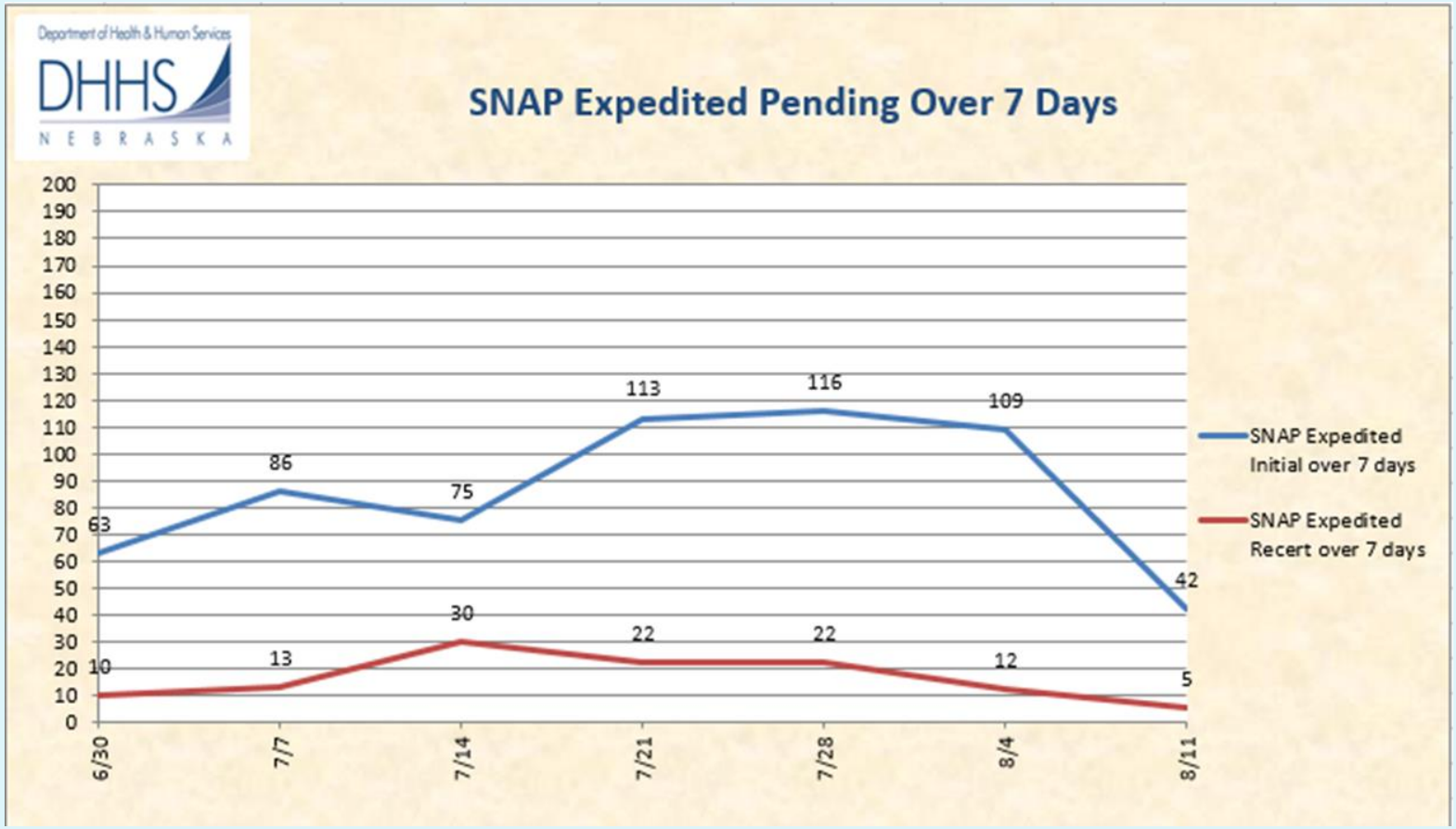
Backlog of Pending Program Cases over 30 days

Definition: Backlog of Pending Program Cases over 30 days is defined as the total number of Program Cases that are in Pending status over 30 days from their application received date. 30 days pending may not mean that the case is untimely depending on program. Each program is represented as a line on the chart.

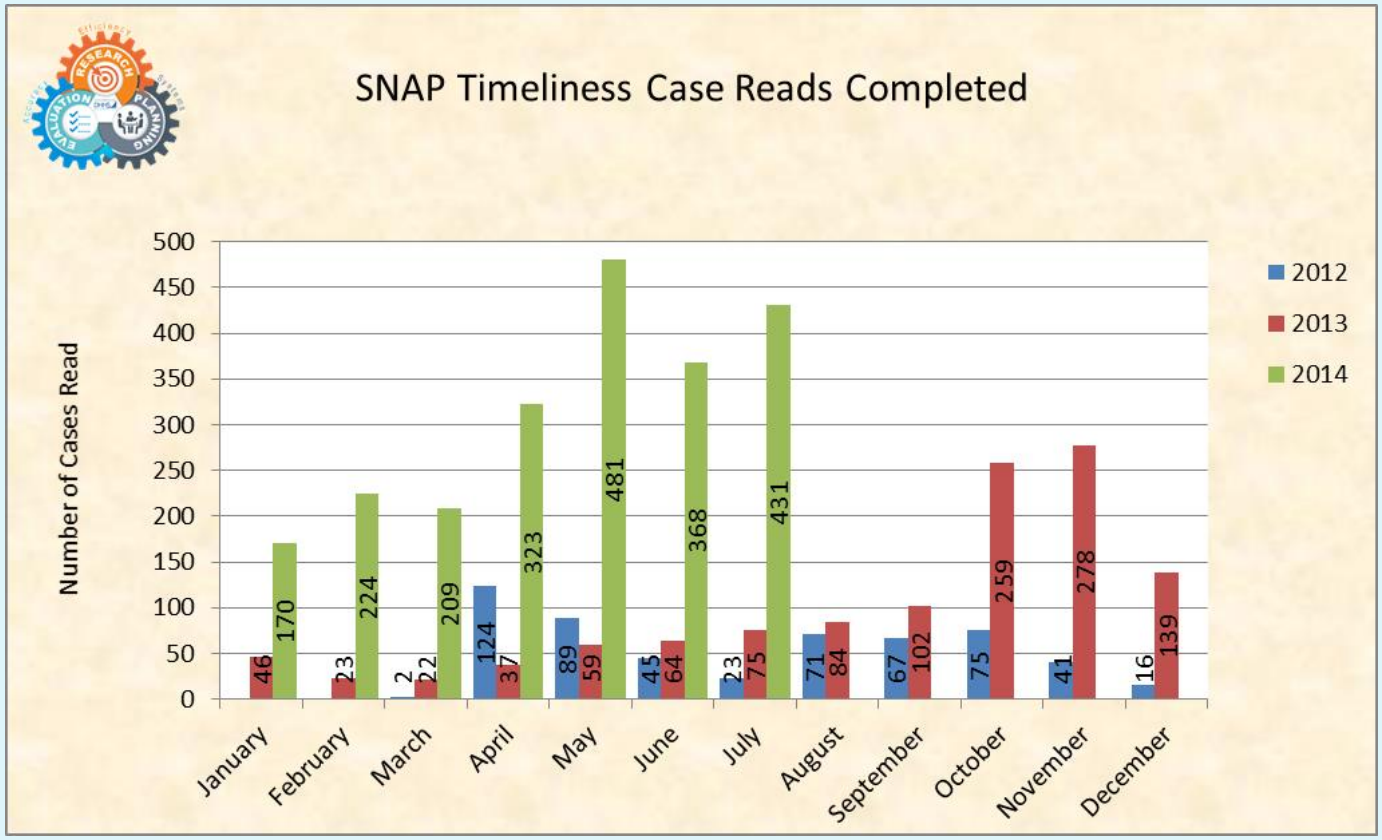


Backlog of Program Cases

Definition: Backlog of Expedited SNAP cases Pending more than 7 days is defined as the total number of SNAP Program cases that have been screened as Expedited and are in Pending status over 7 days from their application received date.



SNAP Timeliness Case Reads



SNAP: Timeliness

Goal Statement: The SNAP program will move towards the goal of 96% accuracy on actions taken on all SNAP household cases.

Strengths/Accomplishments:

Captivate Videos released:

1. How to Review the CQI Report: 8/4/2014

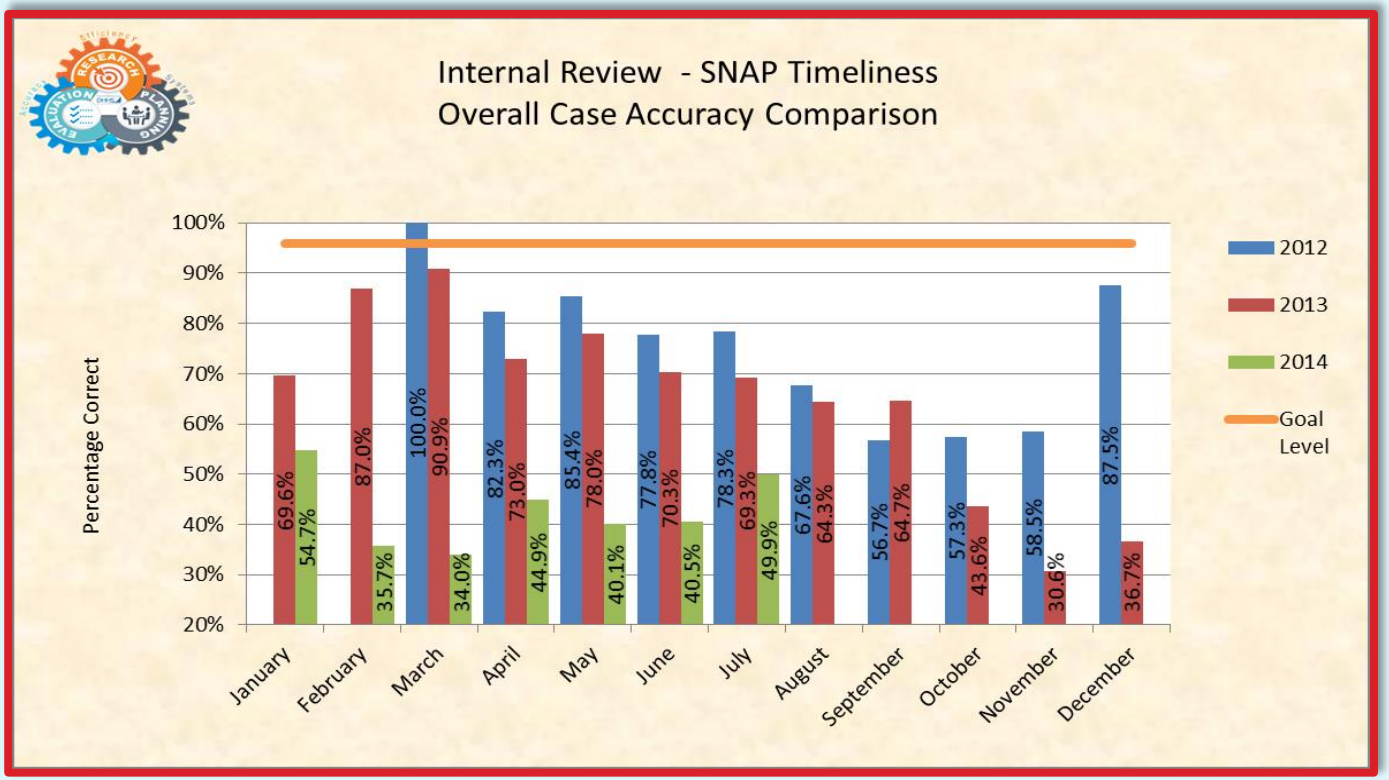
SCR:

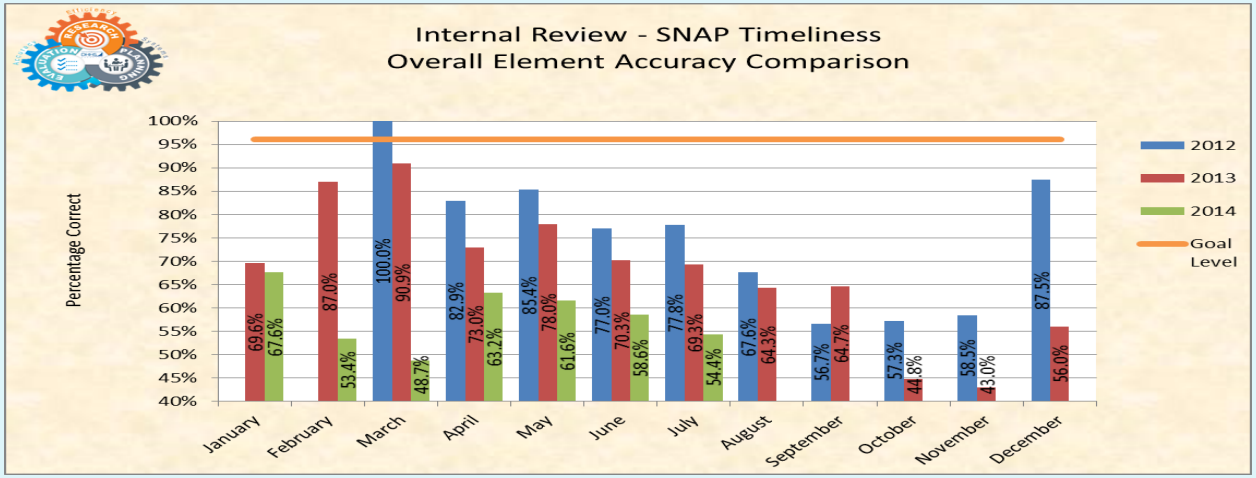
1. SCR 14203 for July 13 will issue EBT cards when a SNAP case is pended instead of approved.
2. SCR 15066 for July 13 will disallow change of payee and case name of SNAP program cases.
3. SCR 14866 will create a prefilled EA Review/Recert applications.

Action Items:

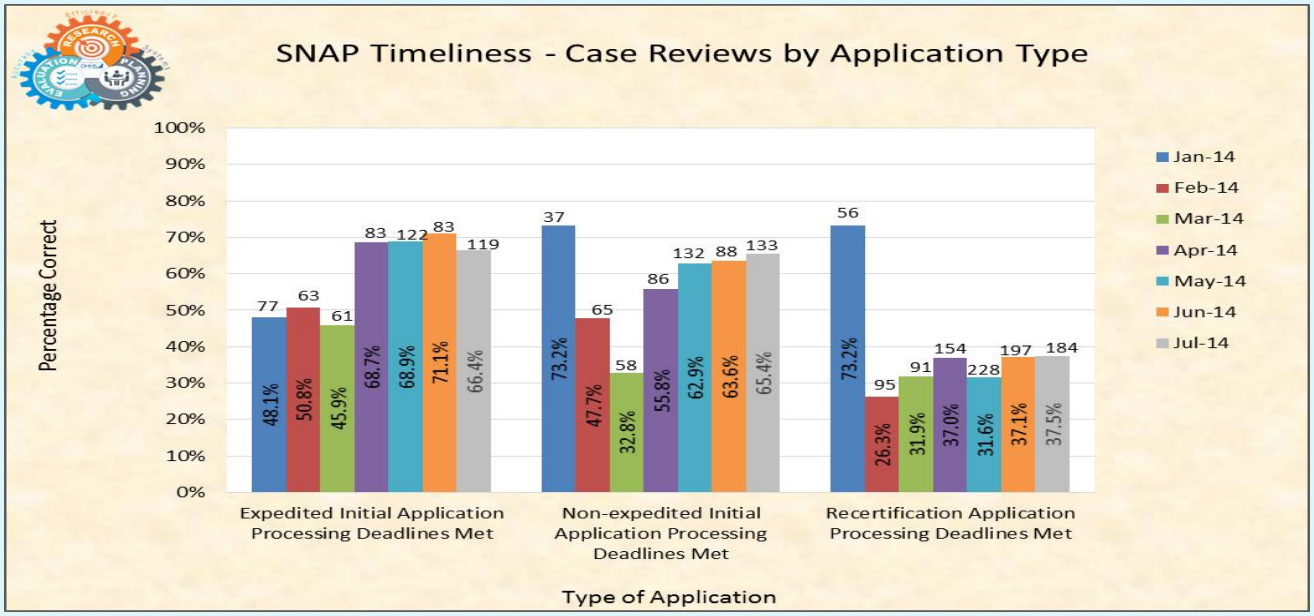
1. SCR 14999 will track the reasons an application was denied untimely.
2. SCZR 4134 for July will fix an edit that allowed a worker to set an expedited indicator in future months and disallowed editing it at the time of processing.
3. EBT card question on the Eapp.

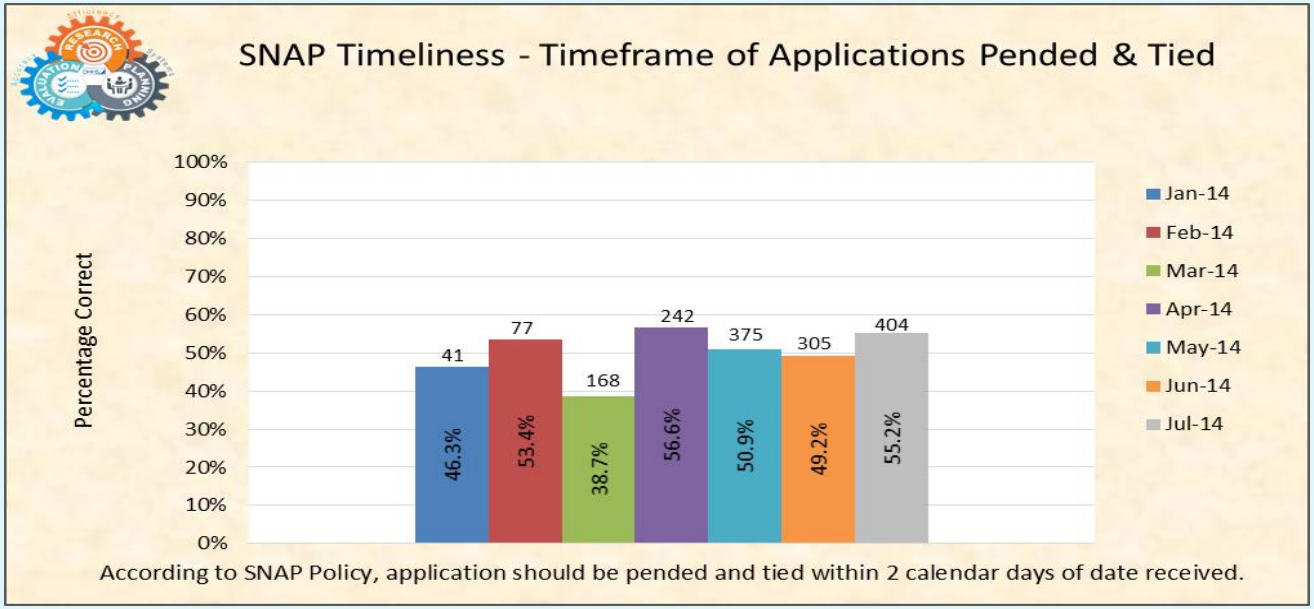
Barriers:





SNAP: Timeliness





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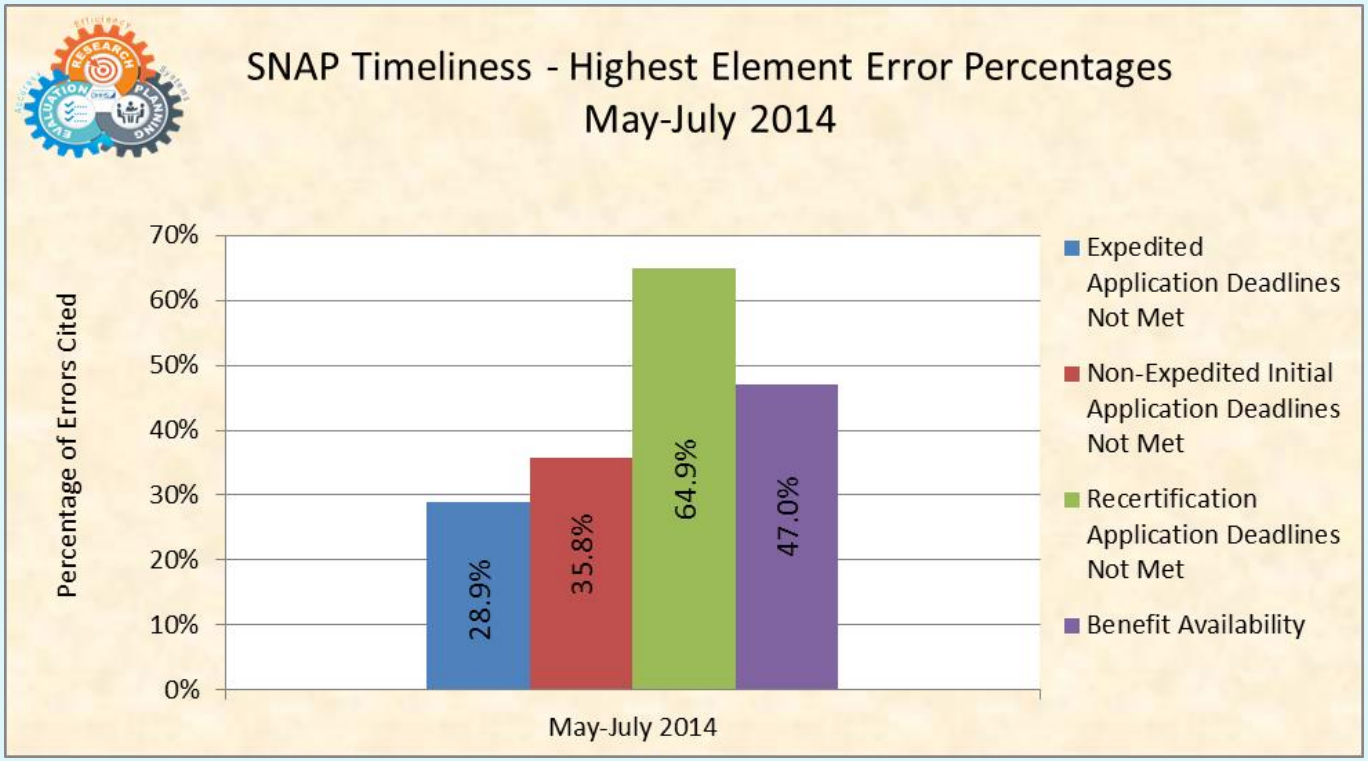
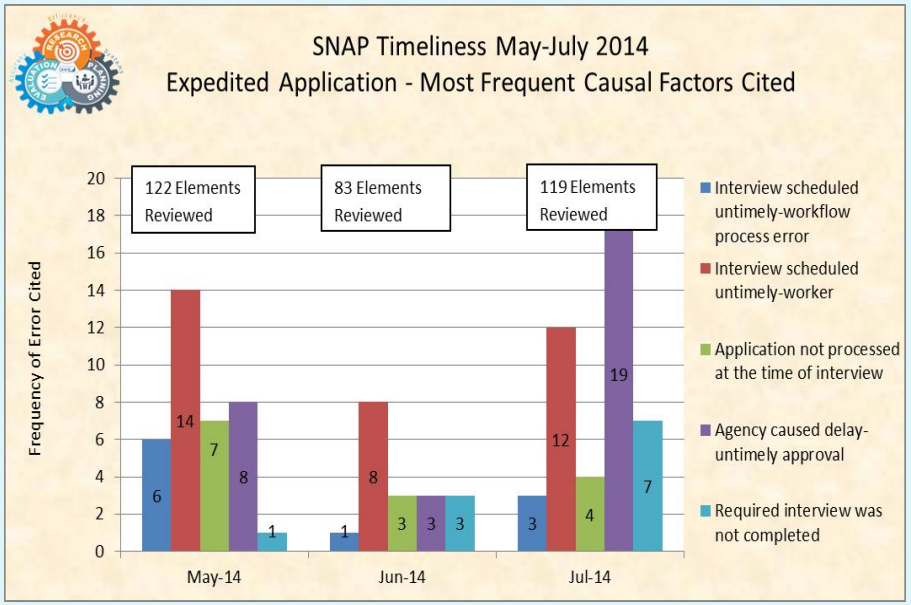
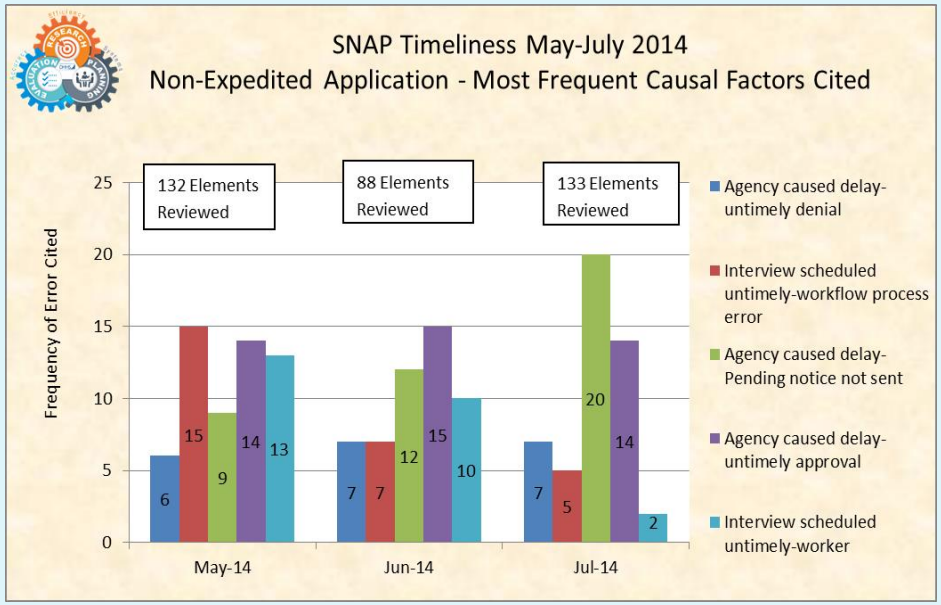
SNAP: Timeliness

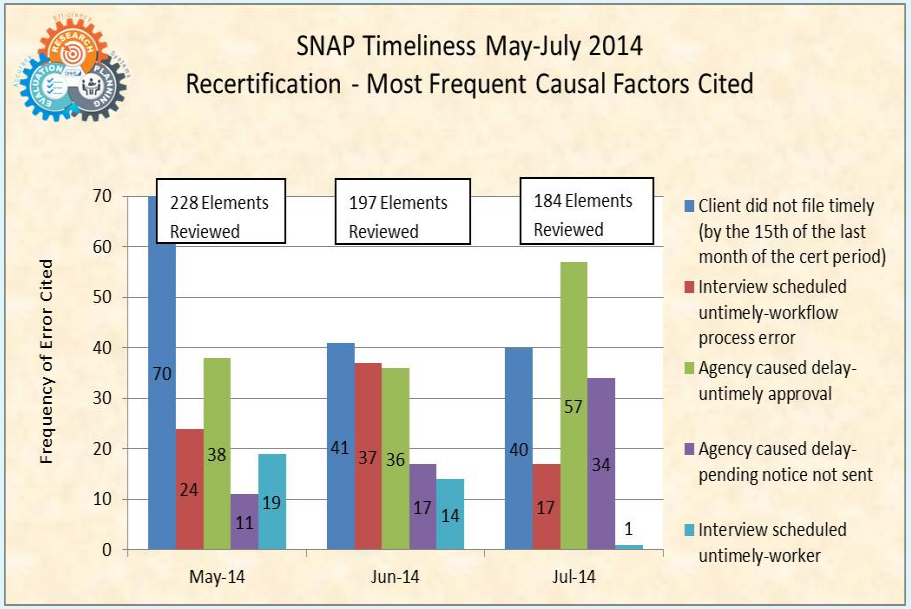


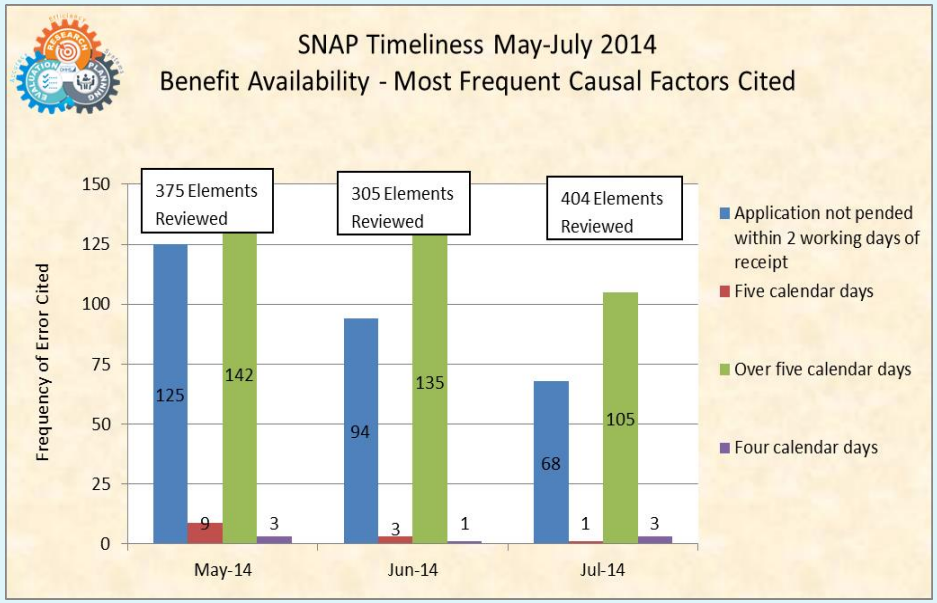
SNAP: Timeliness

Teri C. & Brian S.

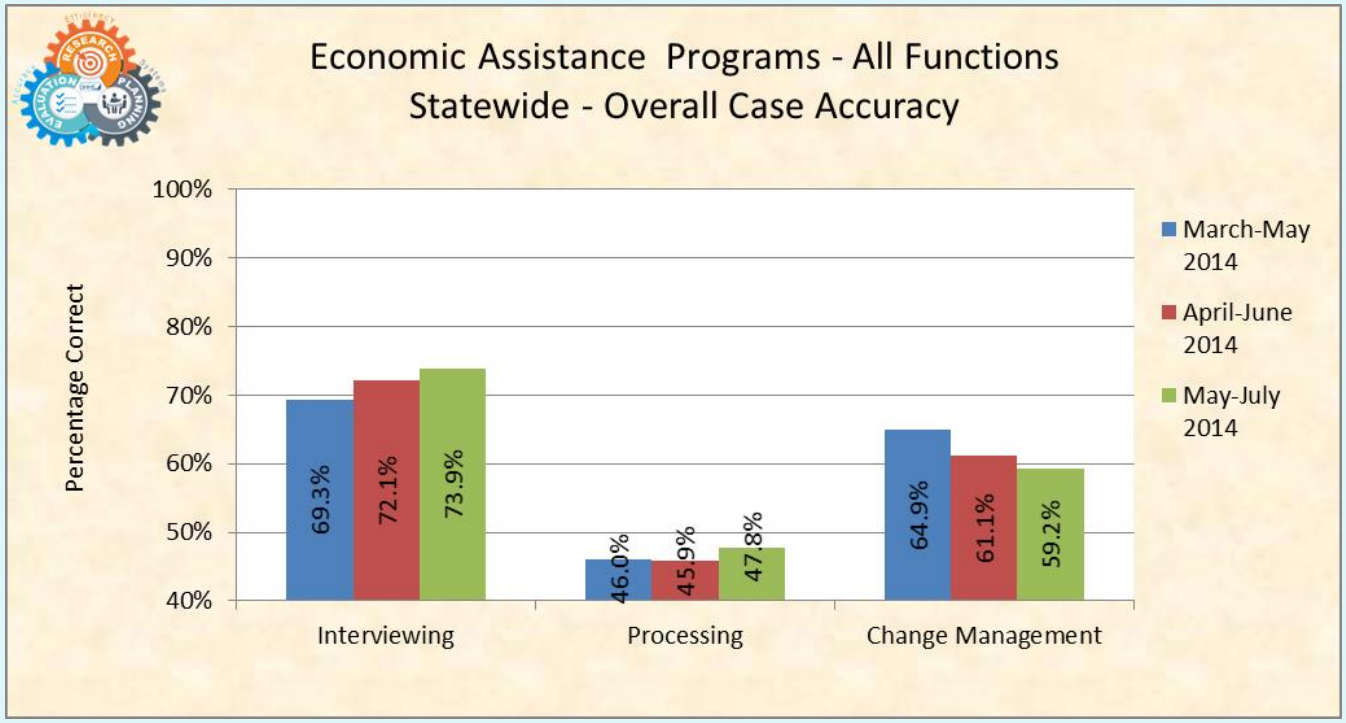








All Programs Reviewed



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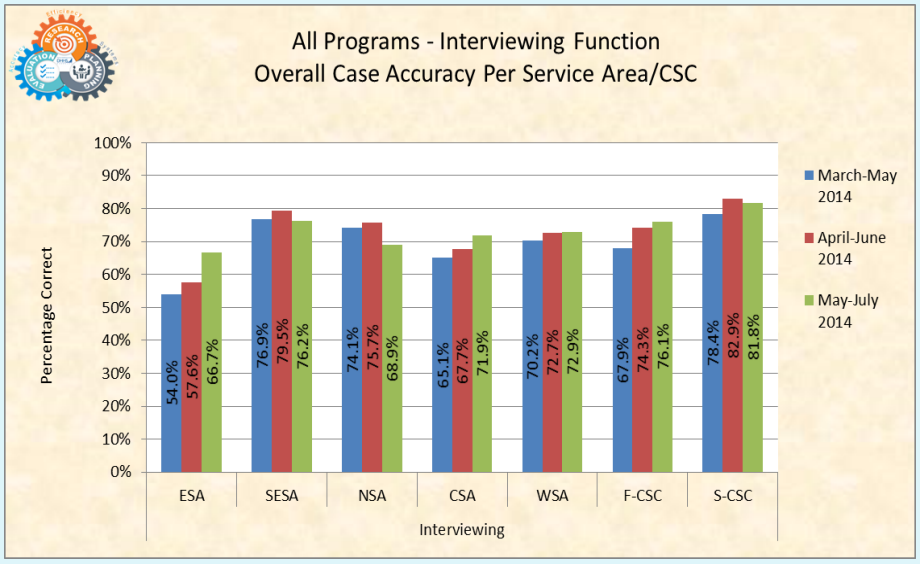
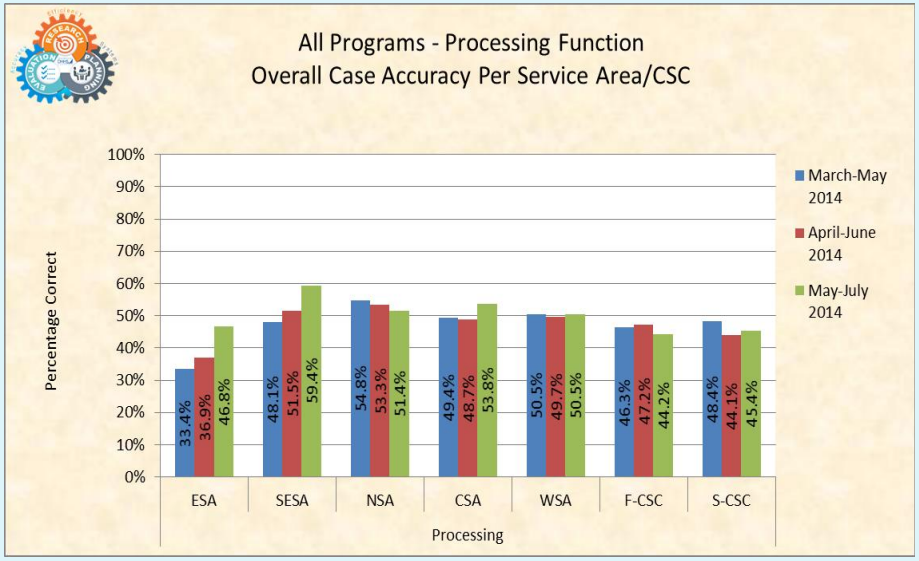
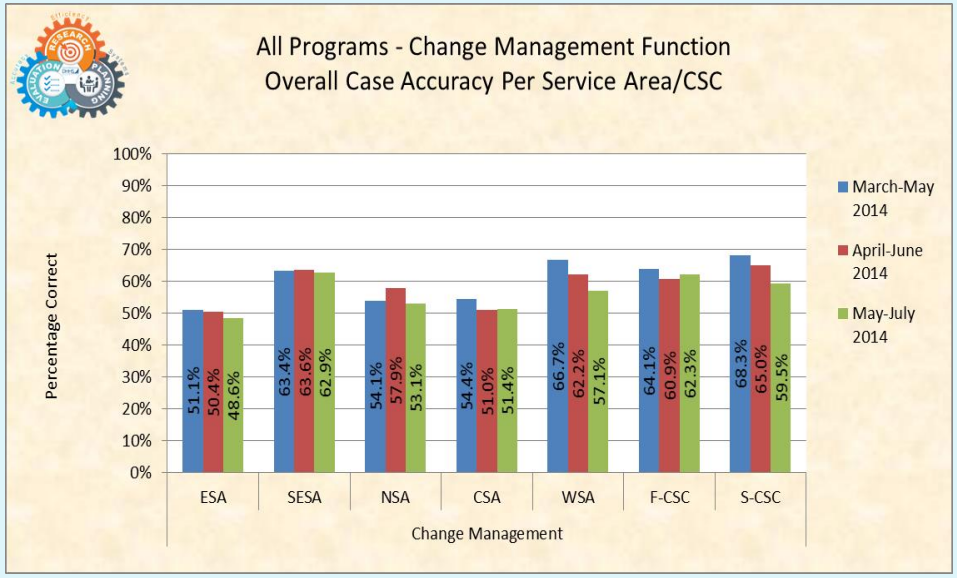
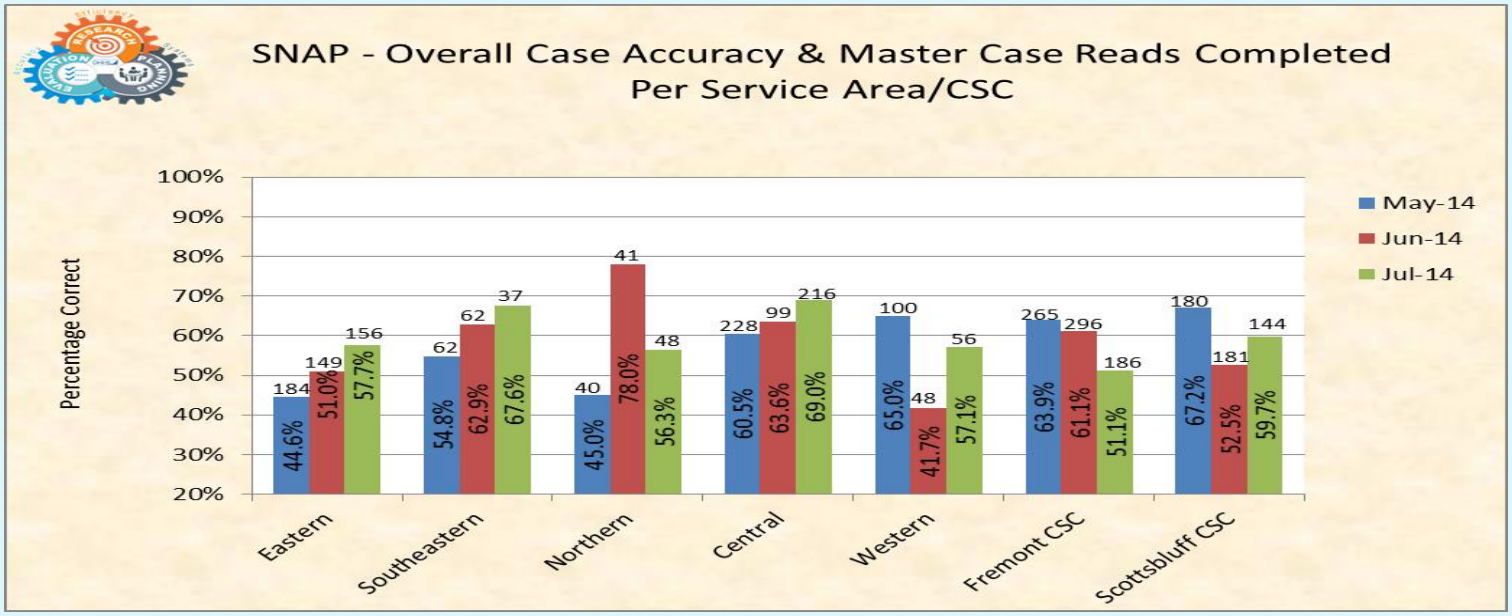
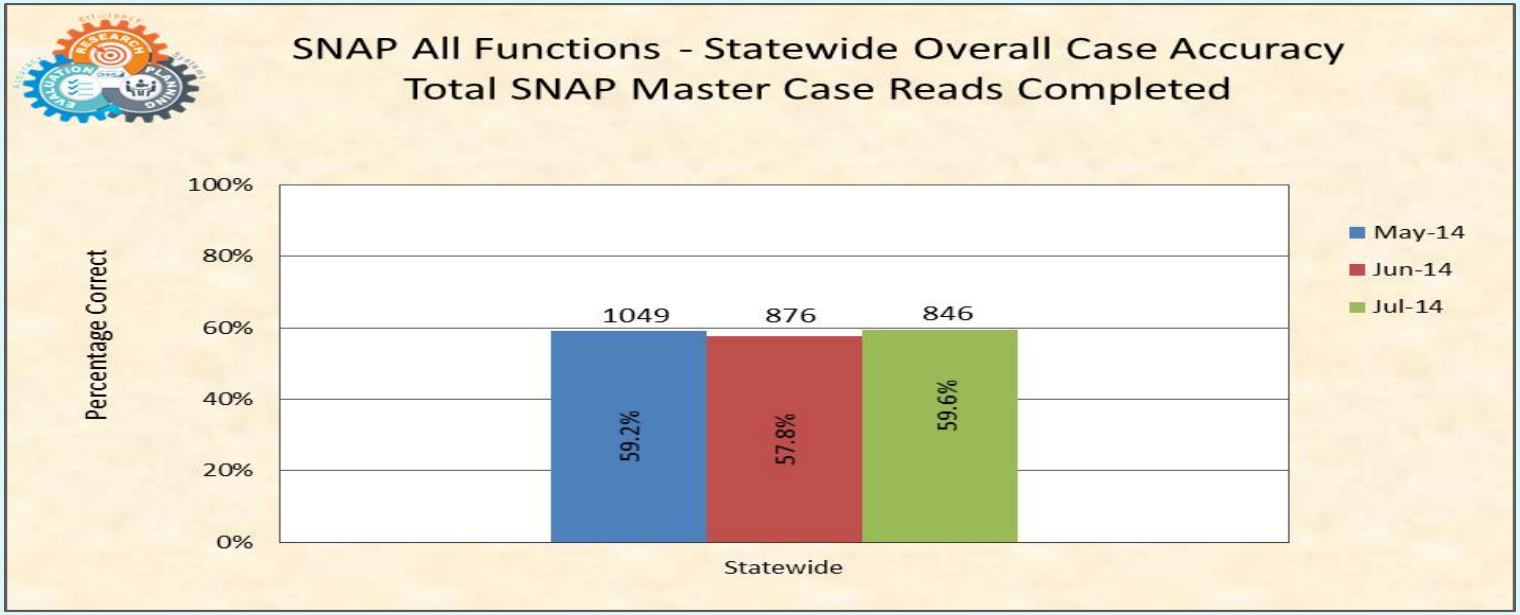






SNAP Accuracy





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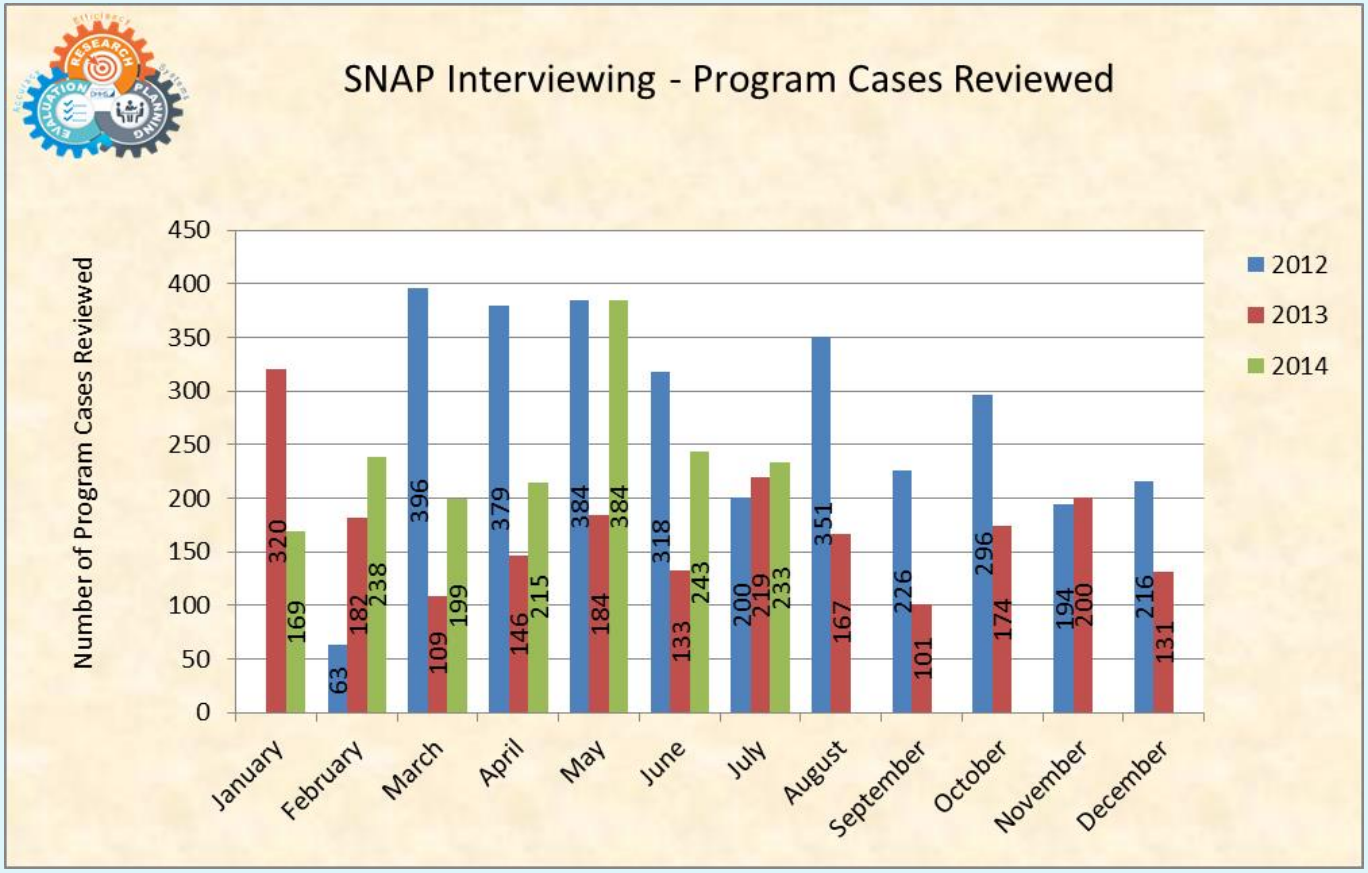
SNAP Interviewing Program Case Reads



SNAP: Interviewing

Goal Statement: The SNAP program will move towards the goal of 93% accuracy on actions taken on all SNAP household cases.

Strengths/Accomplishments:

Captivate Video released:

1. SR-CR Reporting Category: 7/7/2014
2. How to Review the CQI report: 8/4/2014

R.E.P. Released:

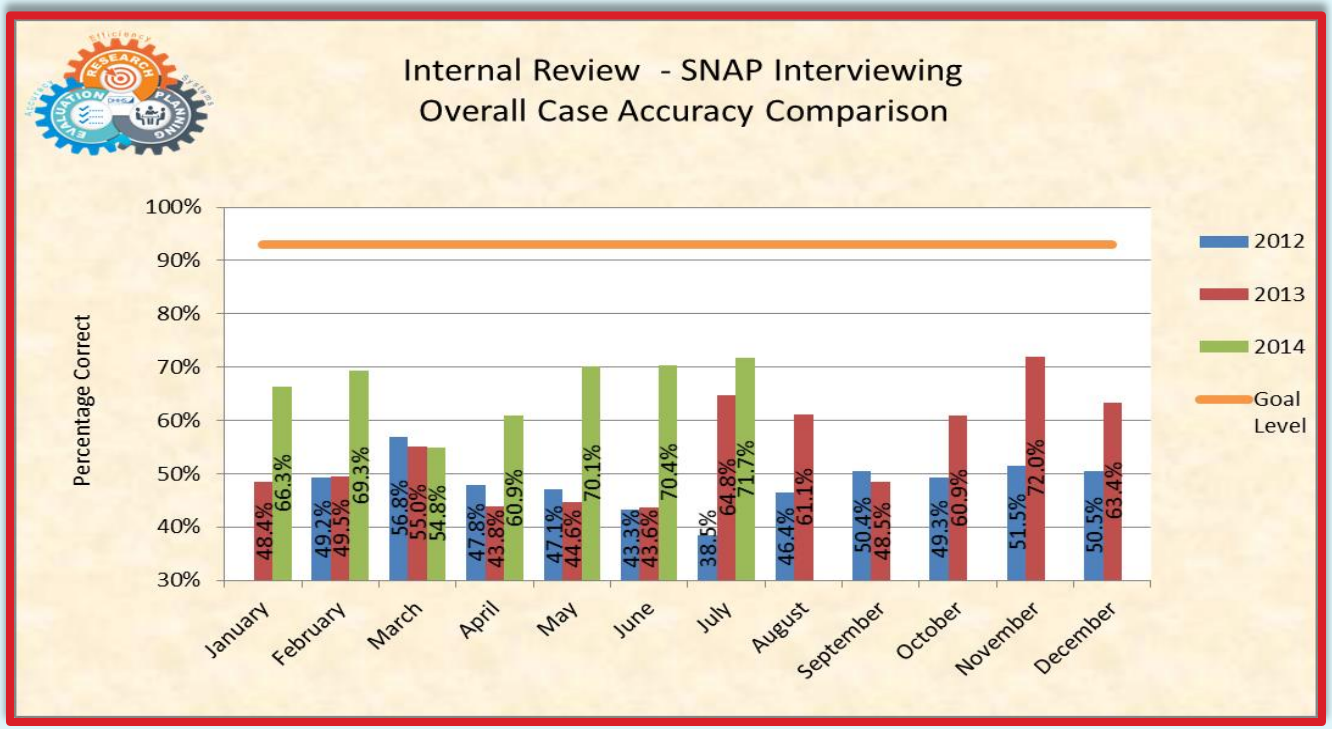
1. SNAP Shelter Expenses: 8/11/2014

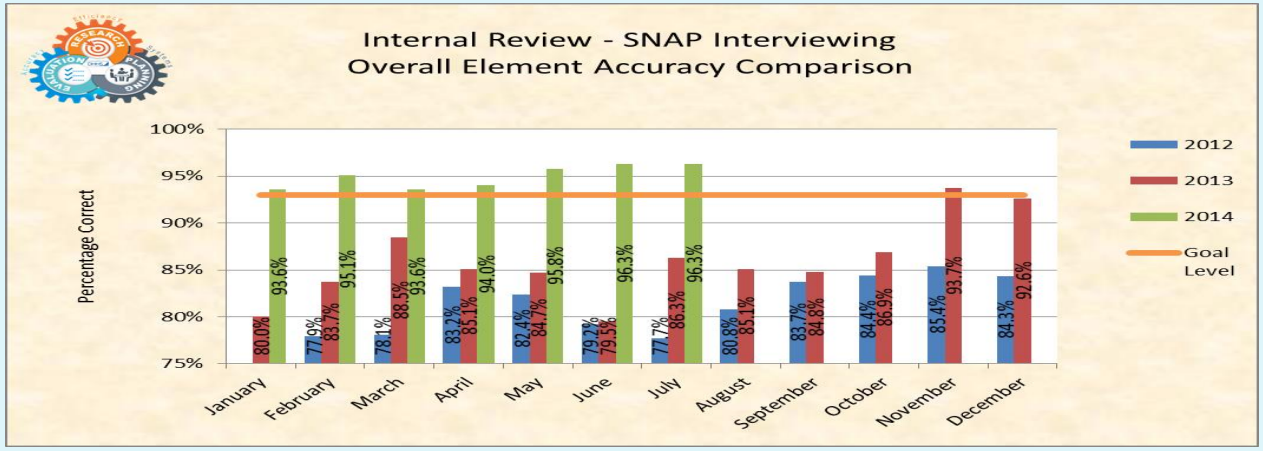
SCR

1. SCR 14866 will create a prefilled EA Review/Recert applications.

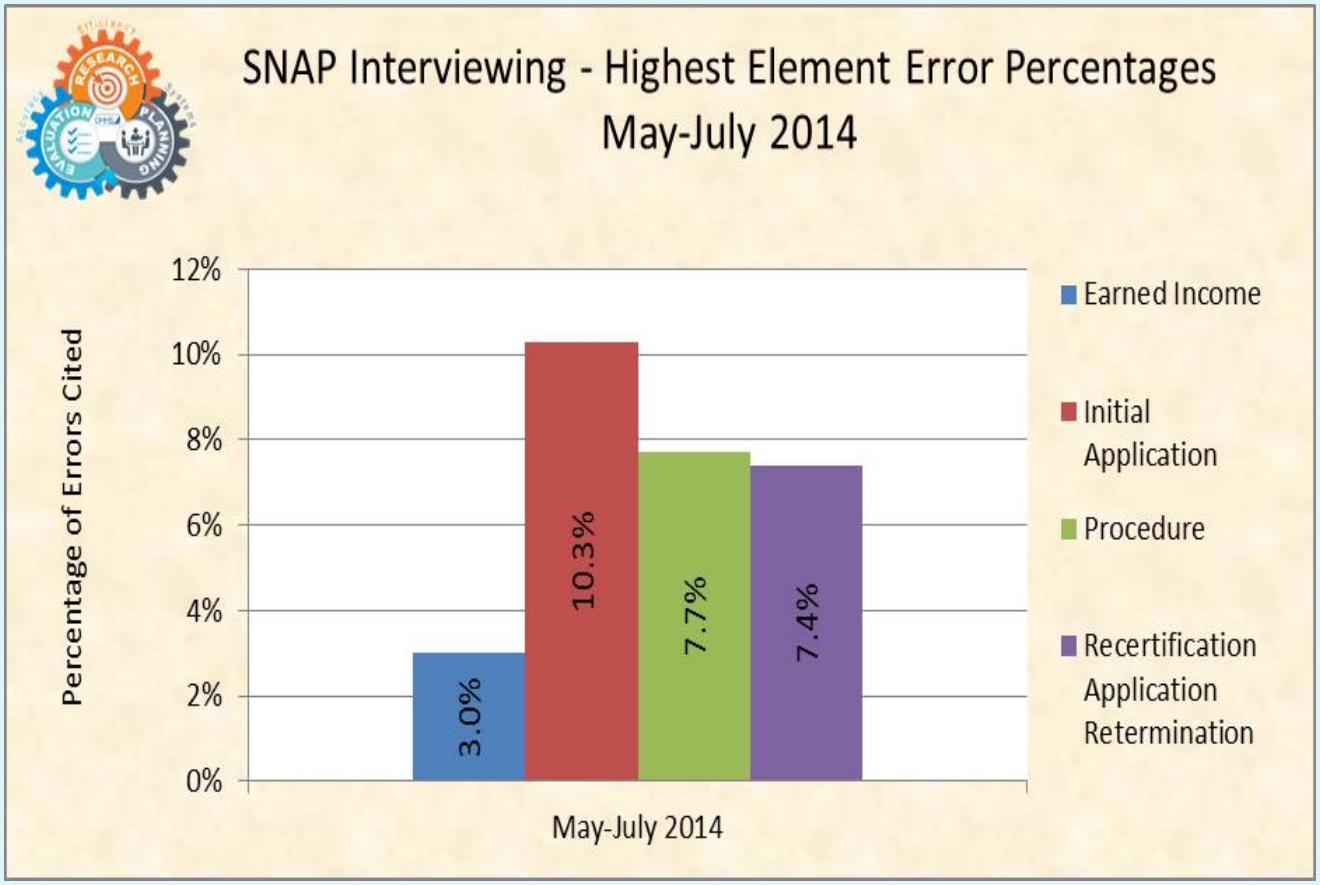
Action Items:

Barriers:

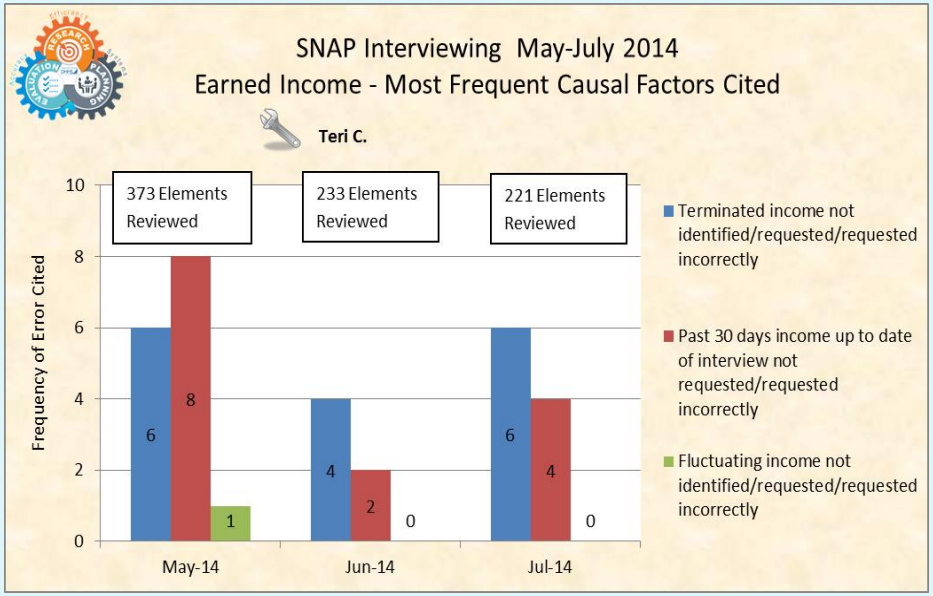


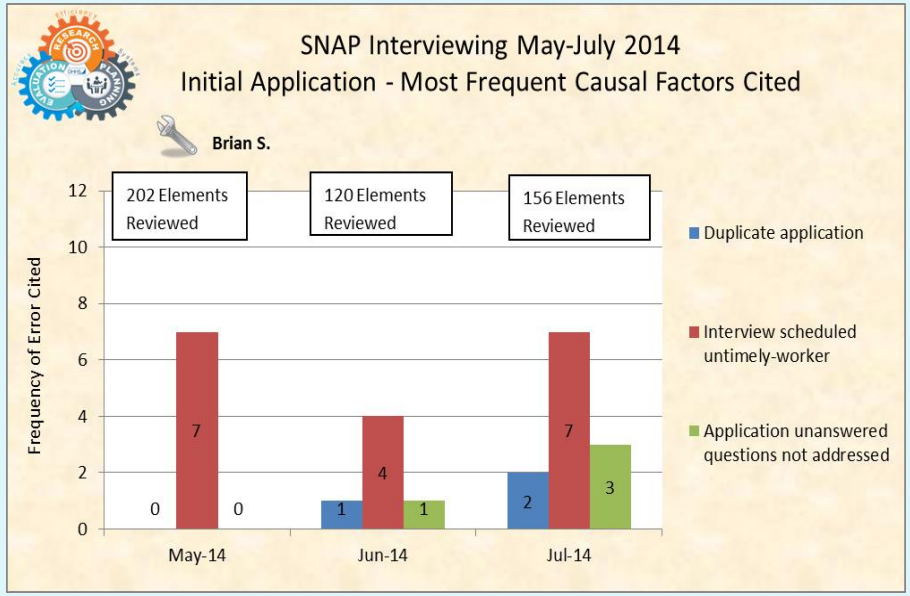


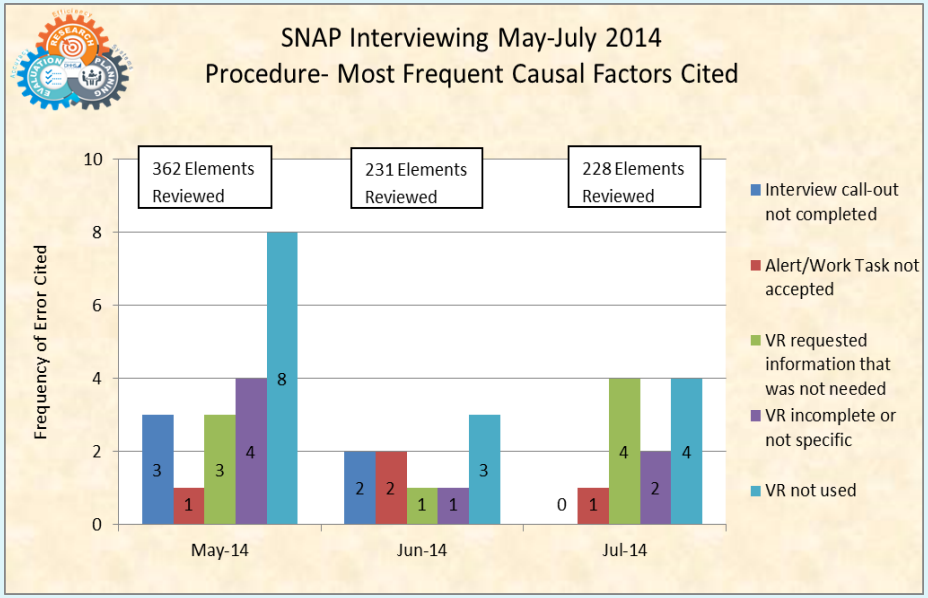
SNAP: Interviewing

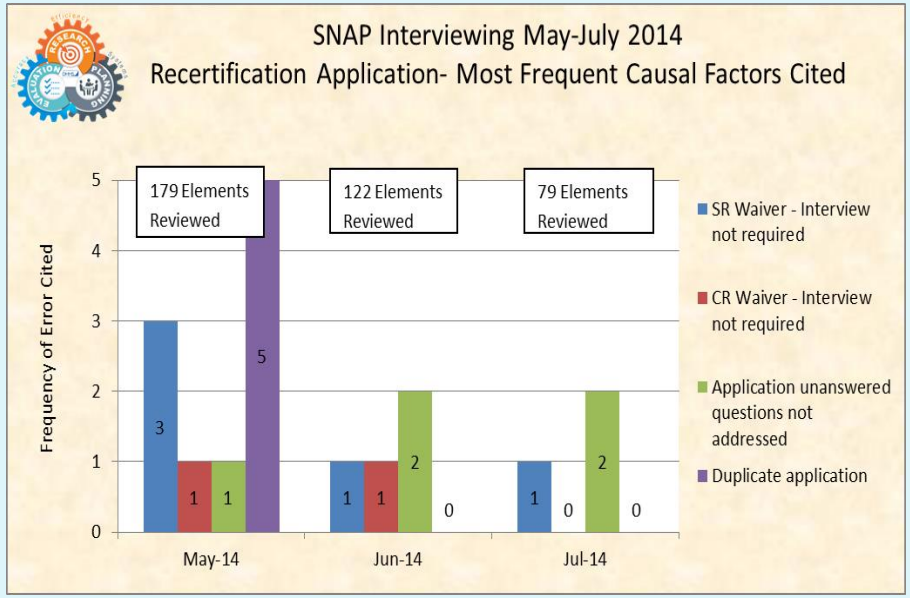


SNAP: Interviewing

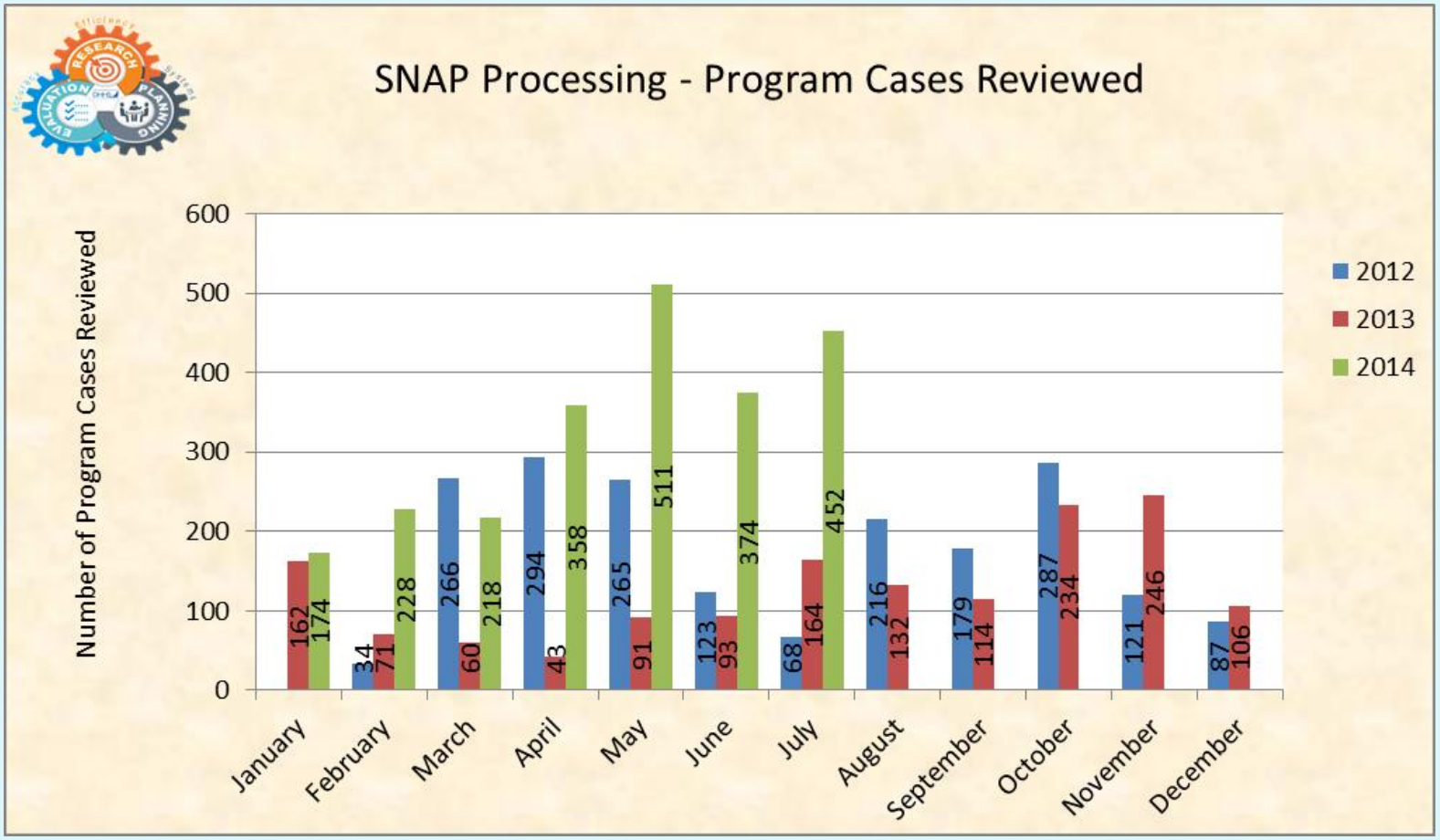








SNAP Processing Program Case Reads



SNAP: Processing

Strengths/Accomplishments:

Captivate Video released:

1. SR-CR Reporting Category: 7/7/2014
2. How to Review the CQI Report: 8/4/2014

R.E.P. Released:

1. SNAP Shelter Expenses: 8/11/2014

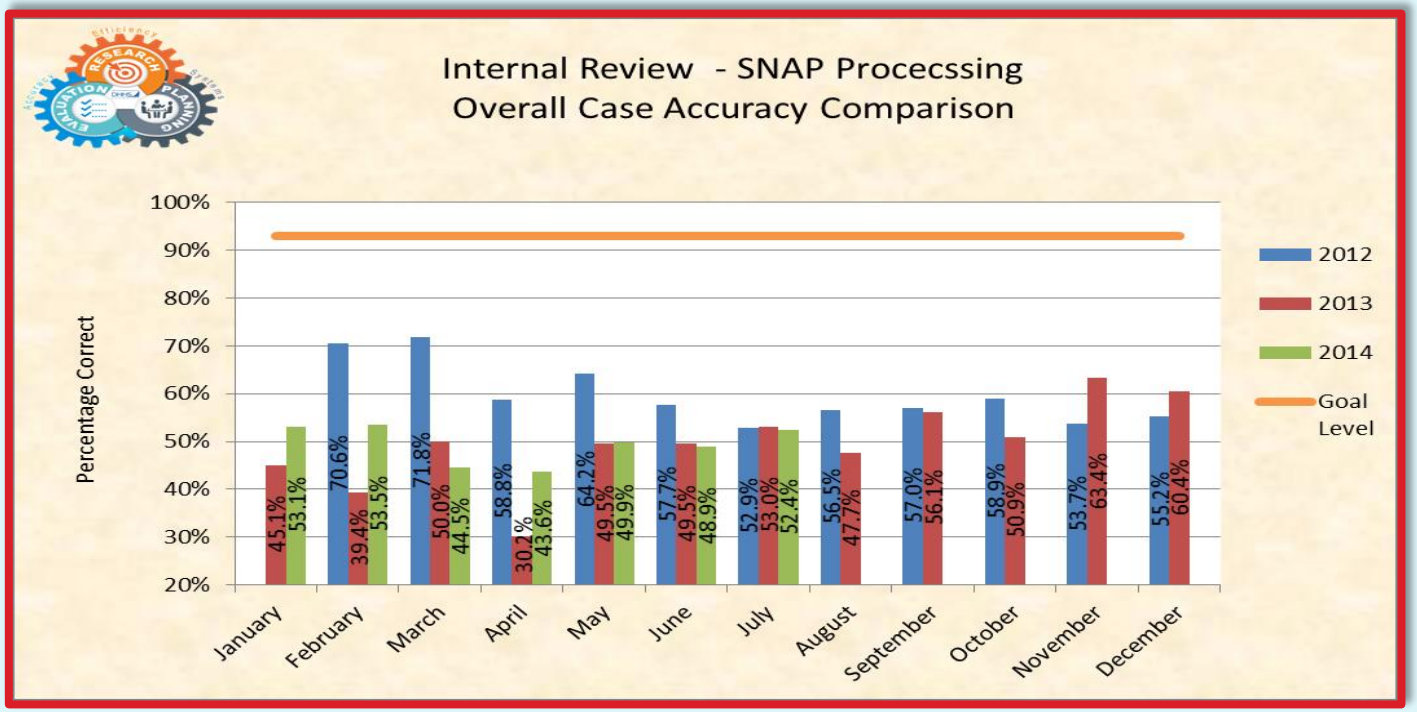
SCR:

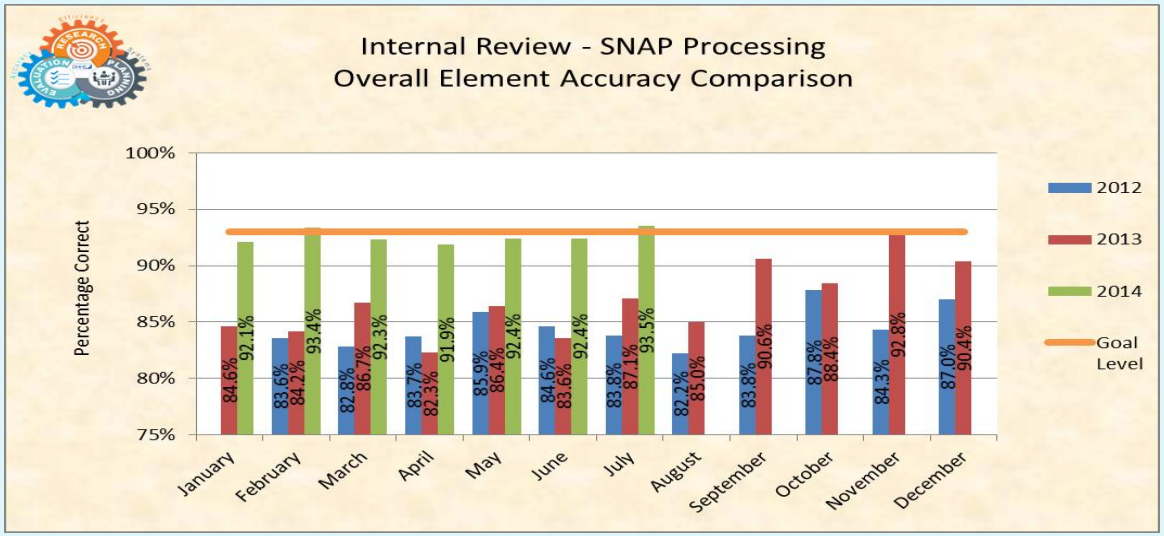
1. SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.
2. SCR 14866 will create a prefilled EA Review/Recert applications.

Action Items:

Barriers:

Goal Statement: The SNAP program will move towards the goal of 93% accuracy on actions taken on all SNAP household cases.





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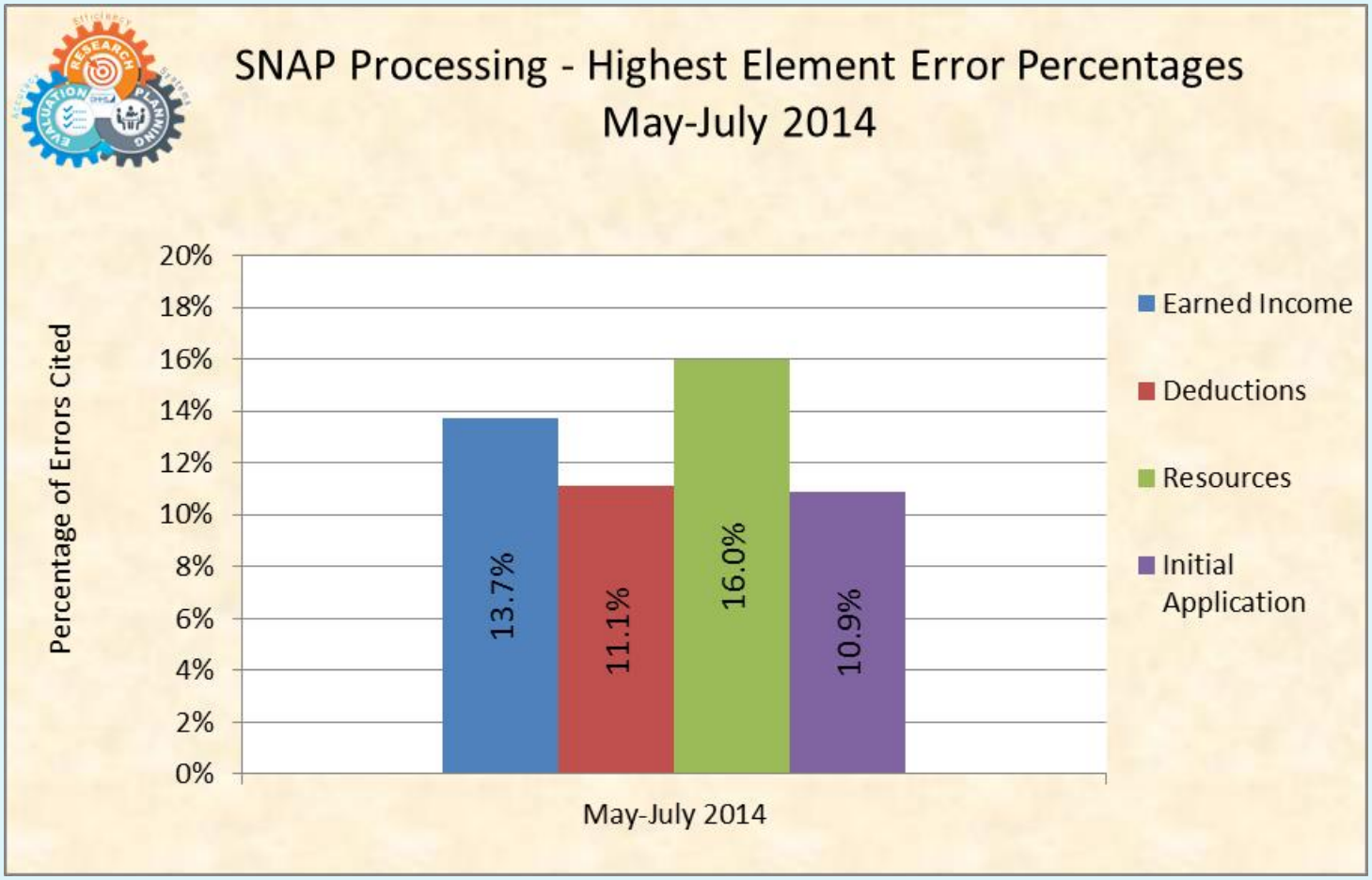
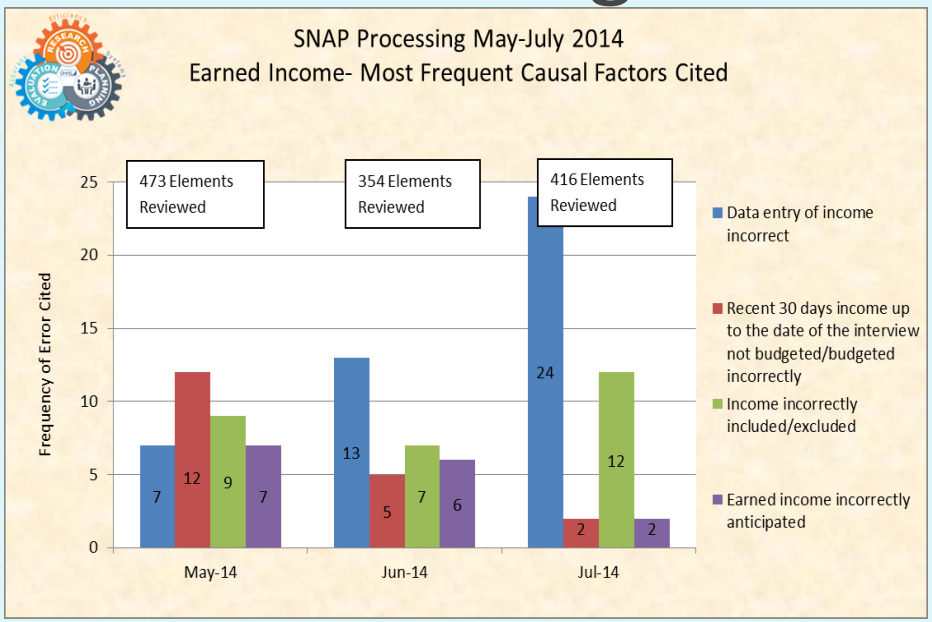
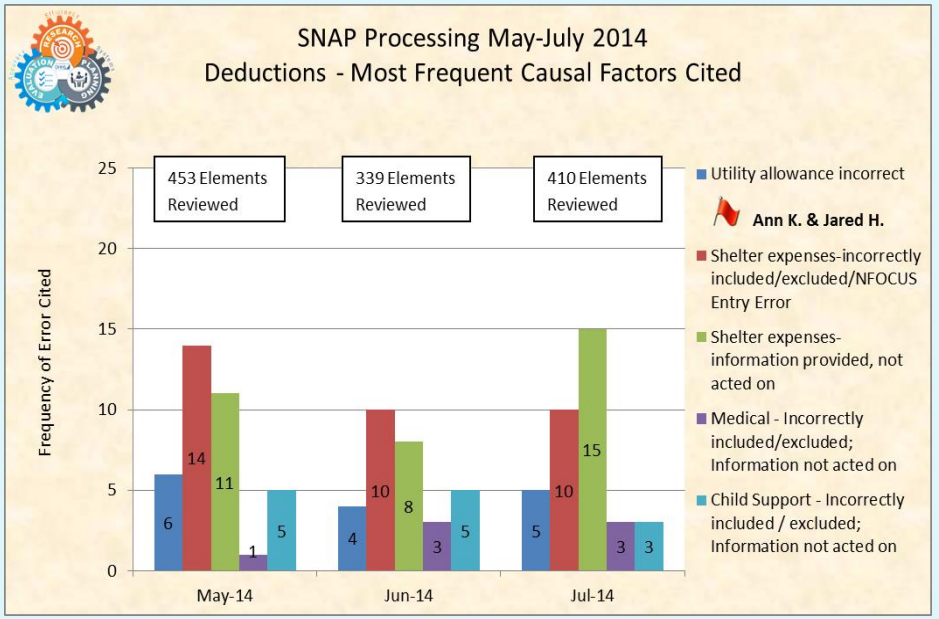
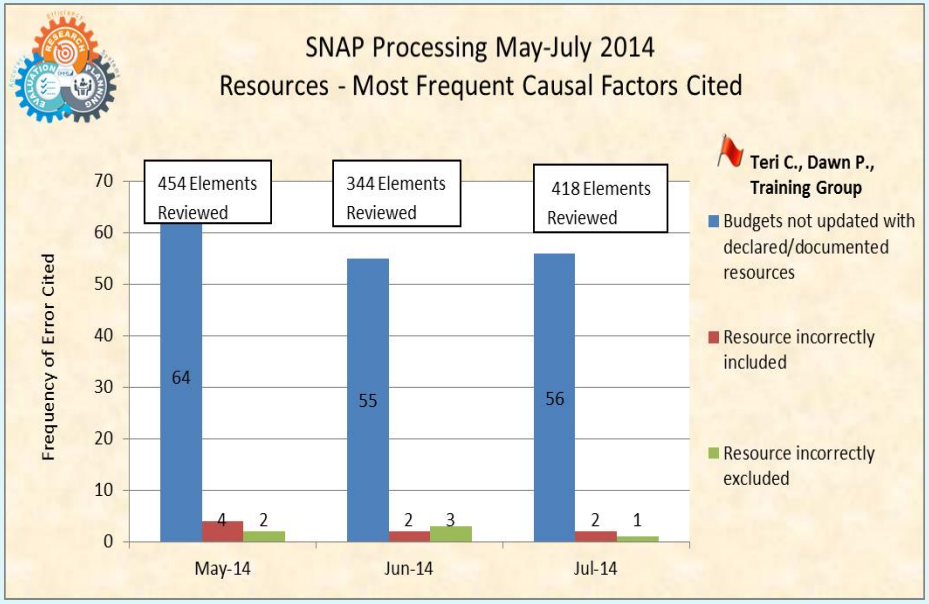
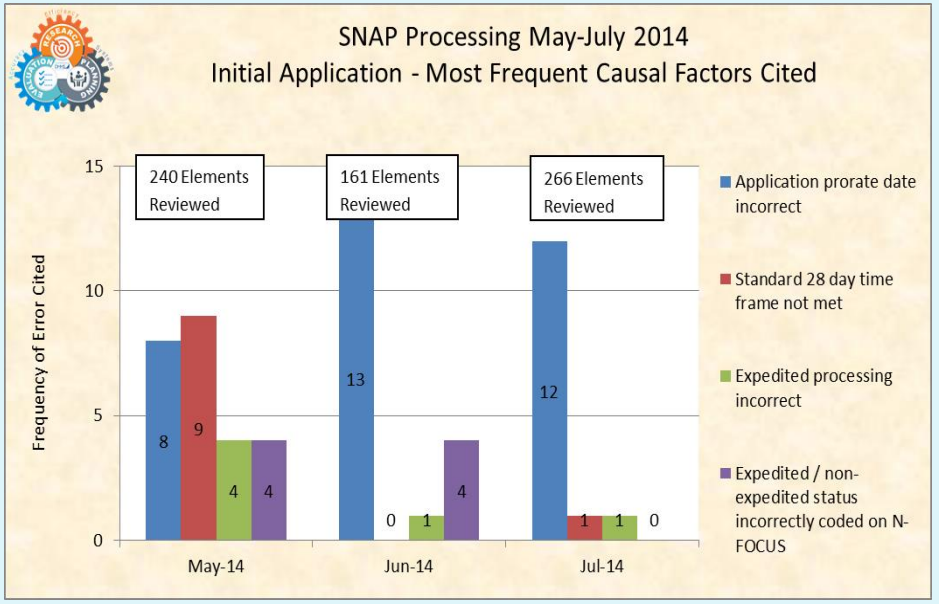


SNAP: Processing

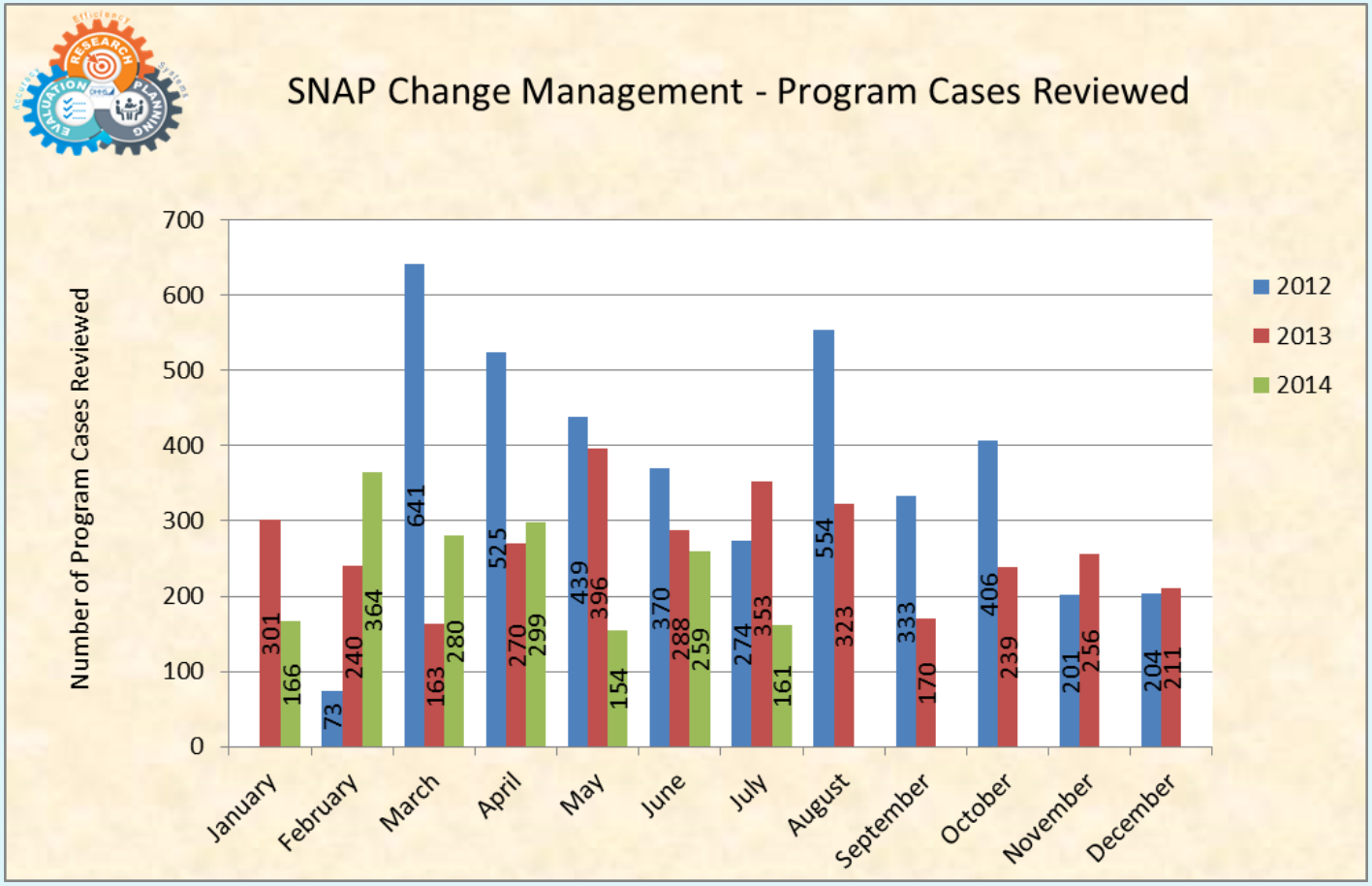








SNAP Change Management Program Case Reads



SNAP: Change Management

Goal Statement: The SNAP program will move towards the goal of 93% accuracy on actions taken on all SNAP household cases.

Strengths/Accomplishments:

Captivate Videos Released

1. SR-CR Reporting Category: 7/7/2014
2. How to Review the CQI Report: 8/4/2014

R.E.P. Released:

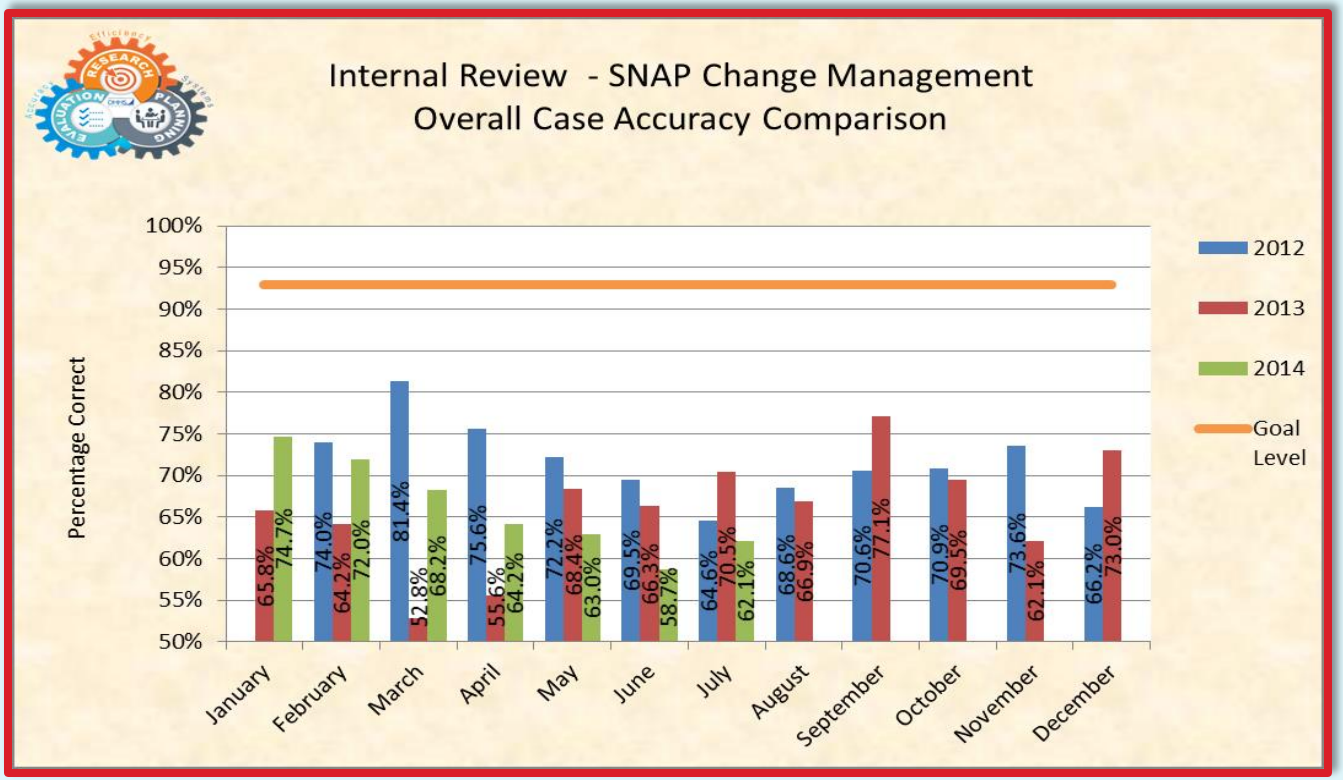
1. SNAP Shelter Expenses: 8/11/2014

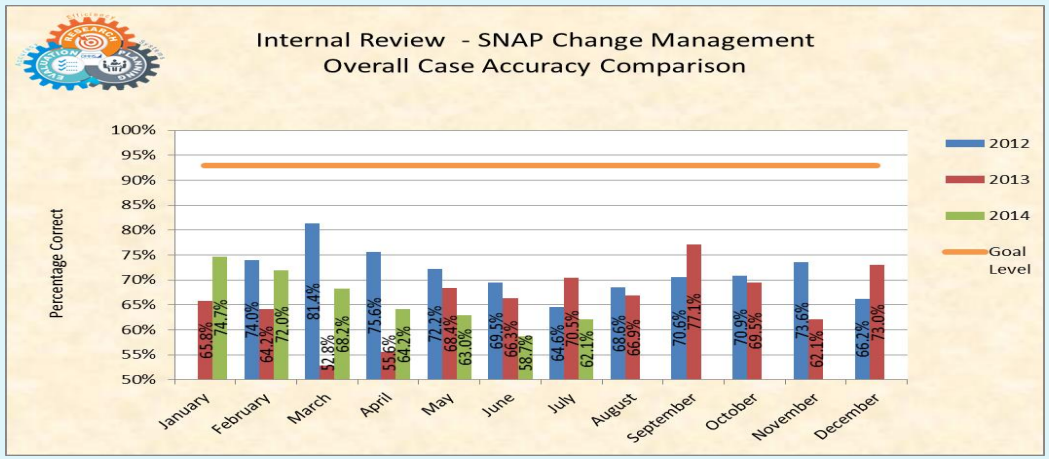
SCR:

1. SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.

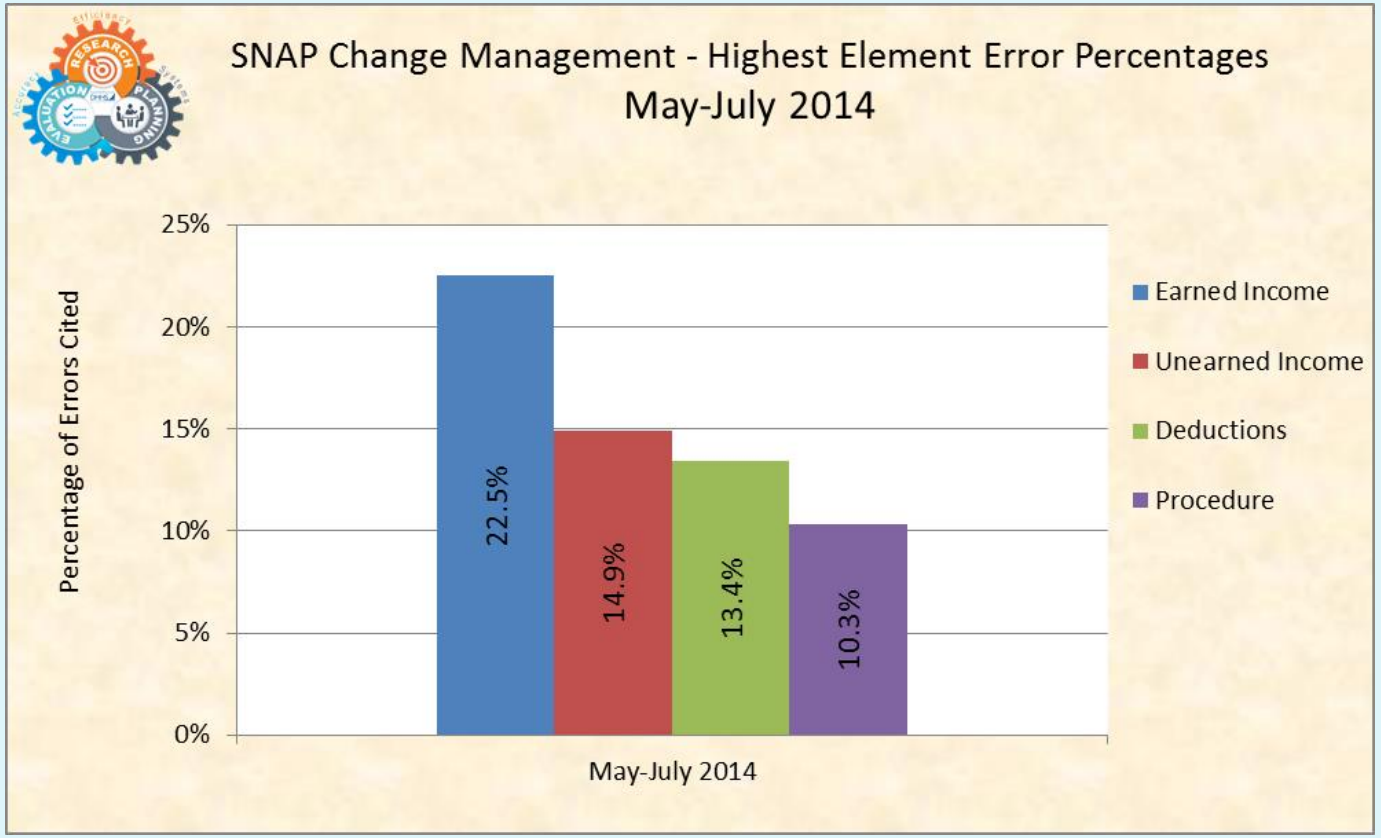
Action Items:

Barriers:

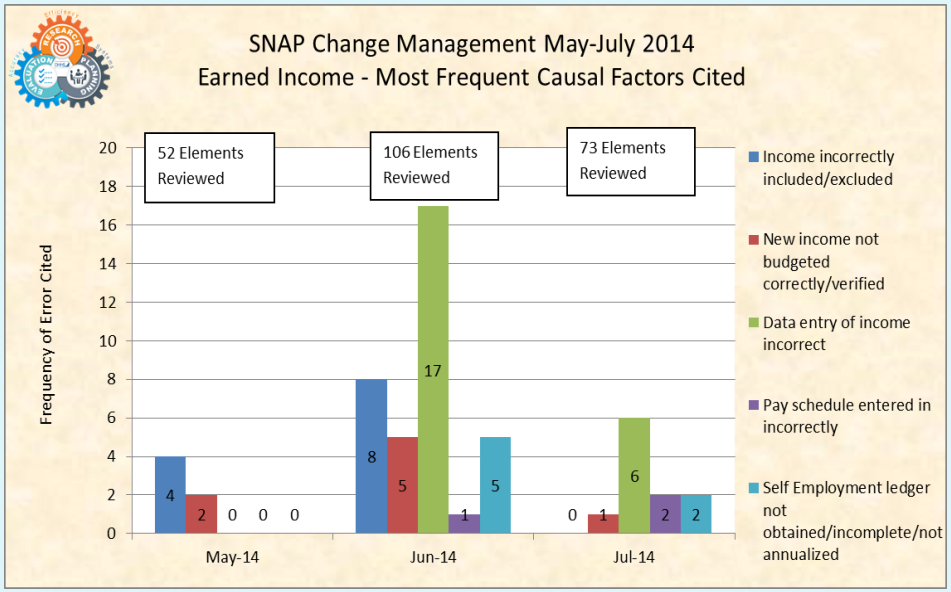


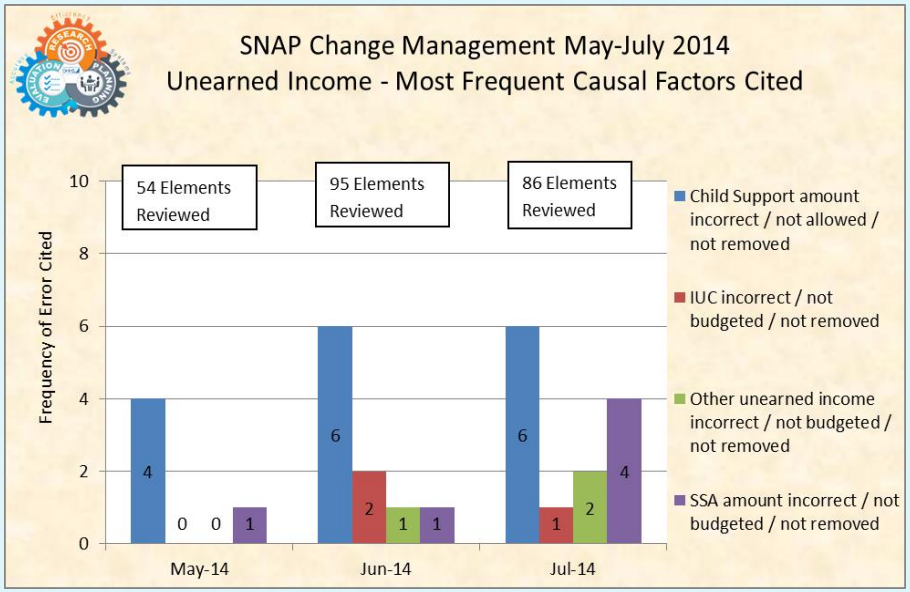


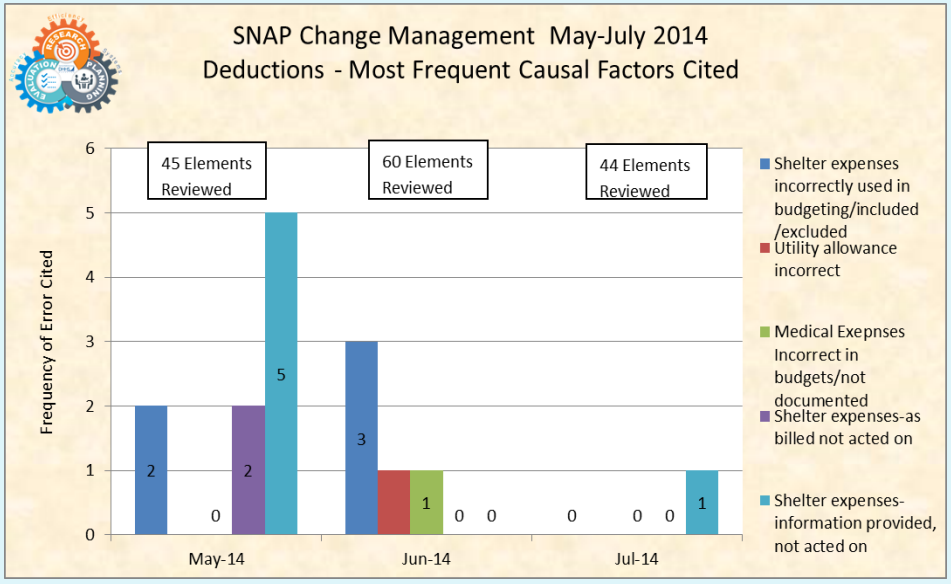
SNAP: Change Management

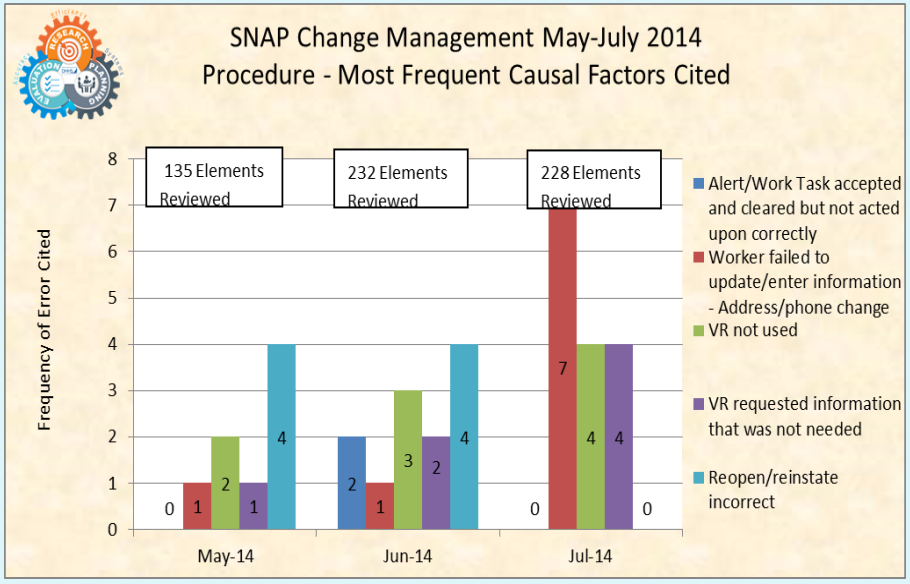


SNAP: Change Management









SNAP Success Stories

Interviewing

1. Earned Income Element: Removed Causal – Income of financially responsible household member not requested/requested incorrectly, last cited 4/2014
2. Application: Removed Causal – Interview letter created incorrectly, last error cited 4/2014

Change Management

1. Procedure Element: Removed Causal – Verification Request incomplete/not specific, last error cited 3/2014

SNAP: Steps to Improvement

Timeliness:

- ✓ Clarification on when a SNAP application can be received for review: Teri Chasten
- Clarification on denials of applications when interviews were scheduled late: Teri Chasten.

Interviewing:

- Application month income tip and update to EIV: Teri Chasten
- Turning off SNAP Expedited indicator switch: Brian Svoboda

Processing:

- One time report on cases that are in the wrong Category: Brian Svoboda
- ✓ Quiz on Reporting Category: Juli Hansen and Jennifer Miller ***(released on 7/7/2014)***

Interviewing:

- ✓ Interview letter created incorrectly: Shelia Bacon *(PDSA)* ***(Solutions implemented Standard Operations for Timely Case Management beginning of May and PDSA for SSW's pulling their own cases as well as the "Blitz" done by supervisors and lead workers.)***

Processing:

- Shelter expenses included/excluded/NFOCUS Entry: Ann Kawata and Jared Hurst
- Training/Tip for follow-up questions to be asked during the interview: Alex Garcia and Dawn Peatrowsky
- Budgets not updated with declared/documented Resources: Teri Chasten ***(memo released on 5/30/2014)***

✓ Indicates items have been completed

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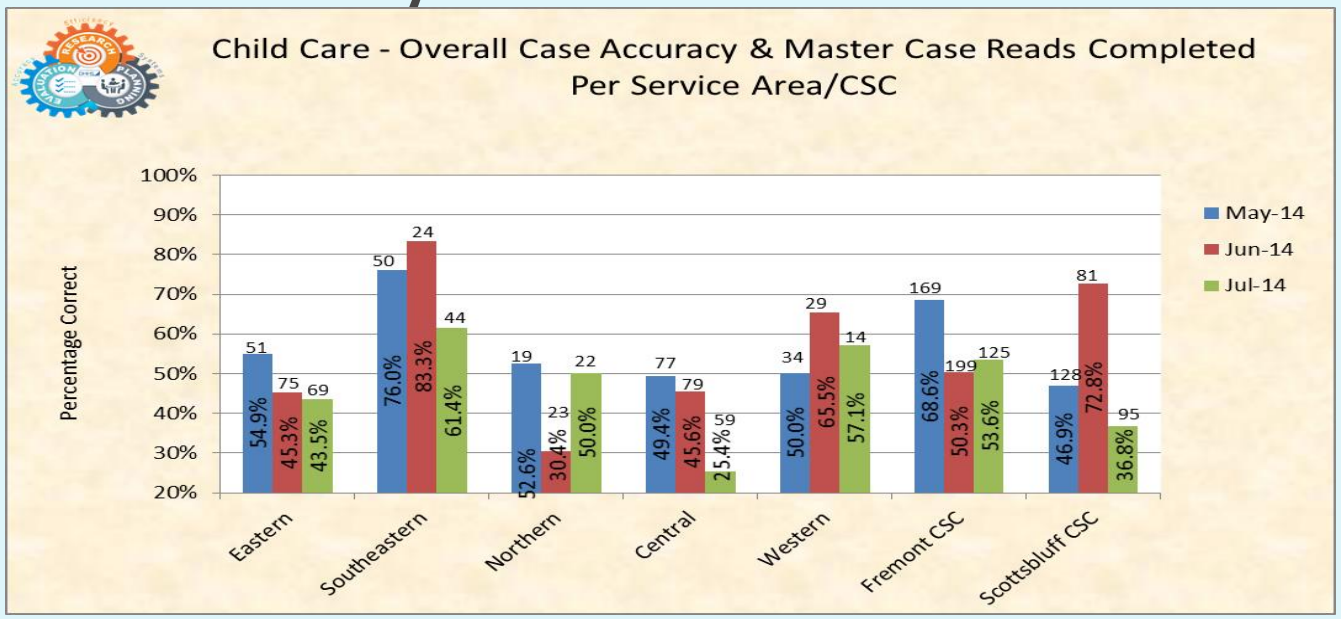
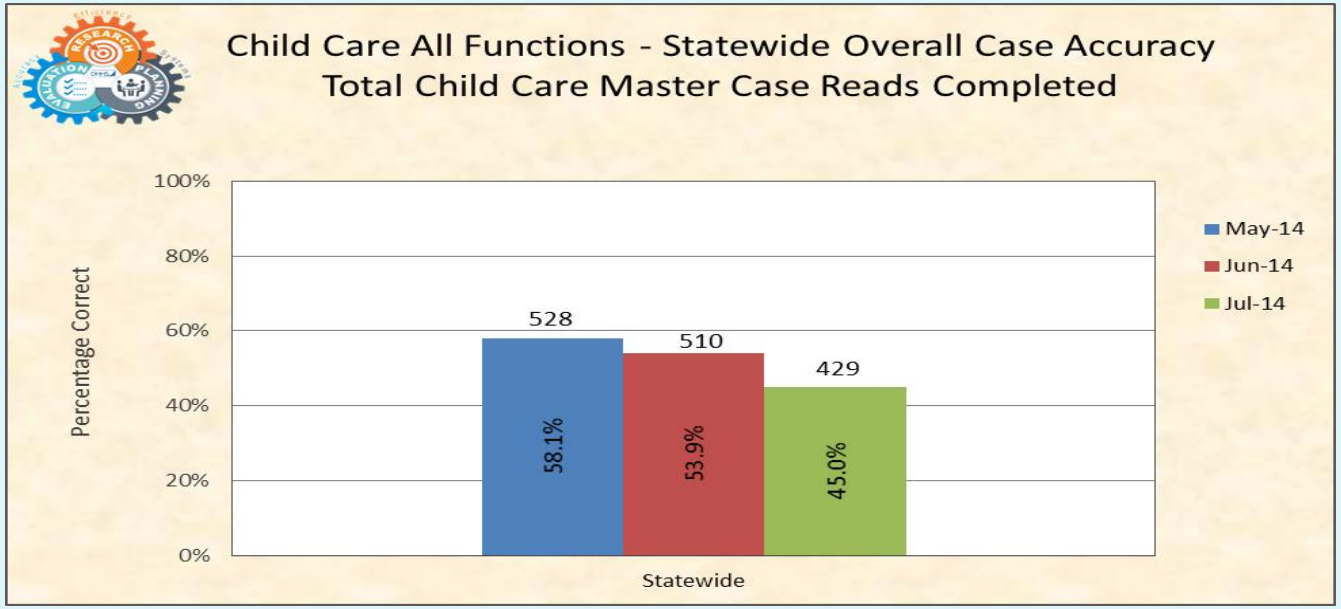
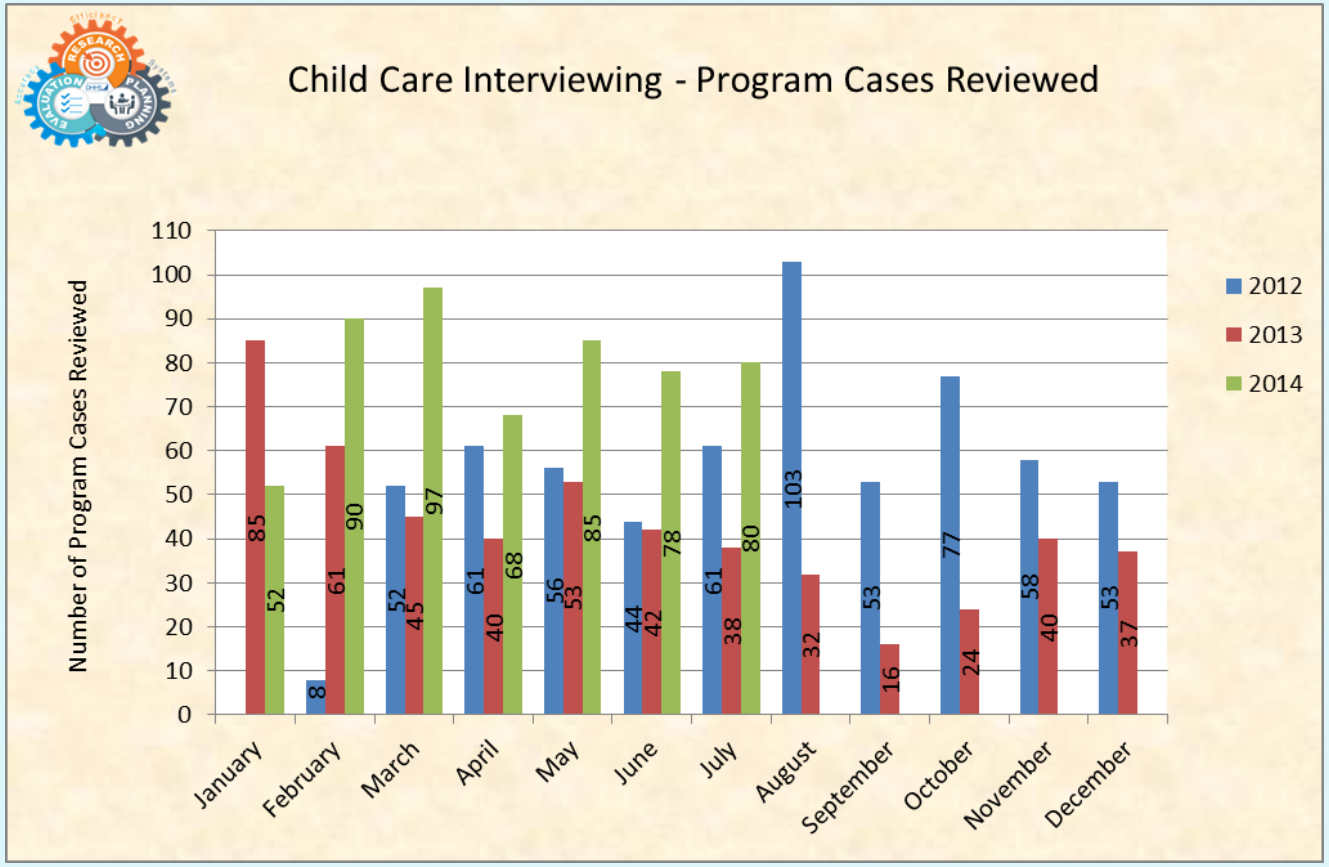
Child Care Accuracy





Child Care Interviewing Program Case Reads



Child Care: Interviewing

Strengths/Accomplishments:

Captivate Videos Released

1. How to Review the CQI: 8/4/2014

R.E.P. Released:

1. Child Care In-home Provider: 7/28/14

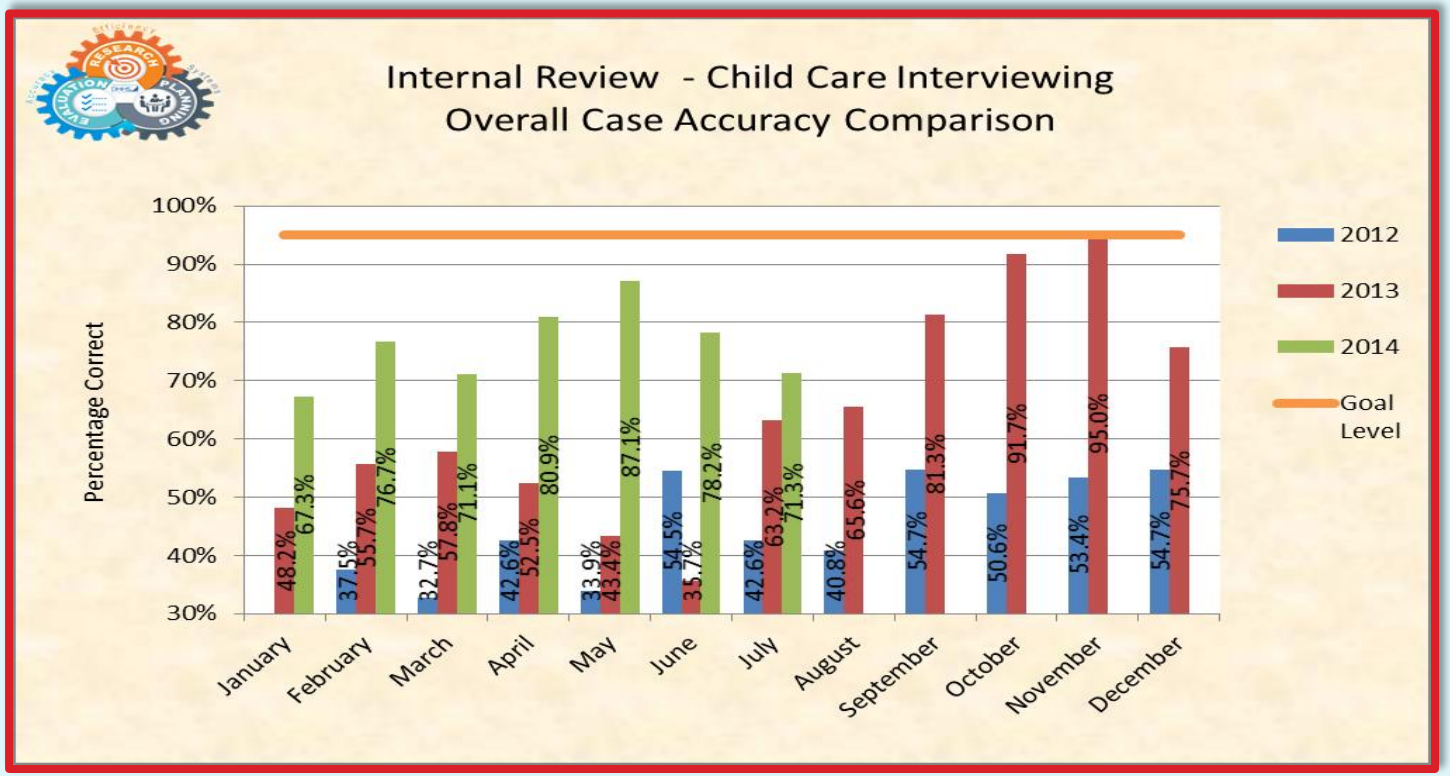
SCR:

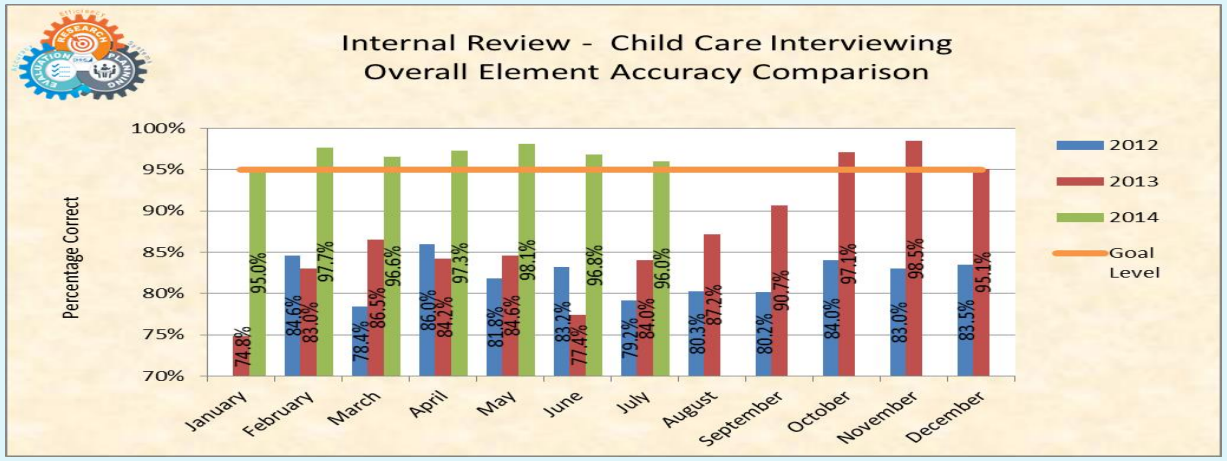
1. SCR 13158 for July 13 will list the most recent authorizations at the top of the list.
2. SCR 15370 will fix a bug with rescheduling interviews.
3. SCR 14866 will create a prefilled EA Review/Recert applications.

Action Items:

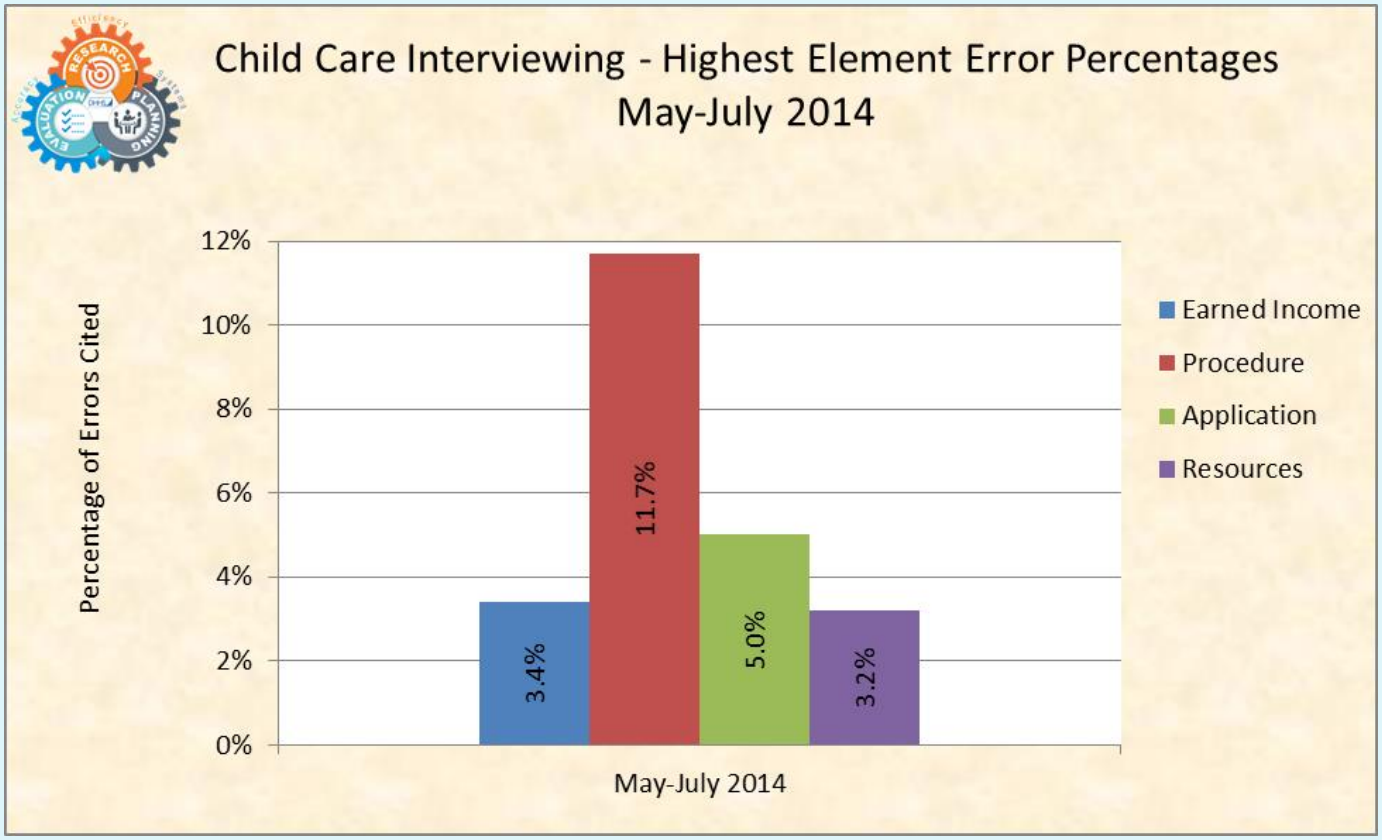
Barriers:

Goal Statement: The Child Care program will move towards the goal of 95% accuracy on actions taken on all Child Care household cases.

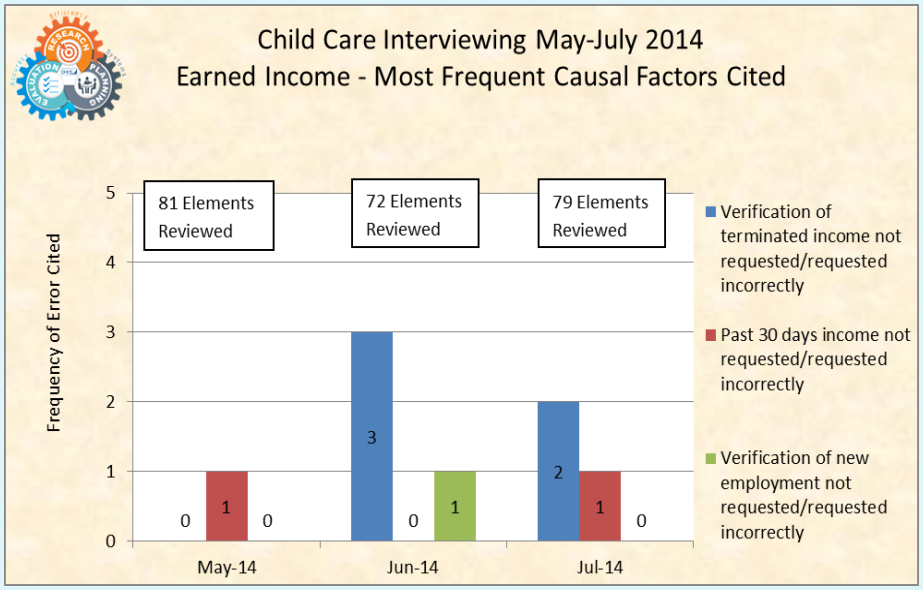


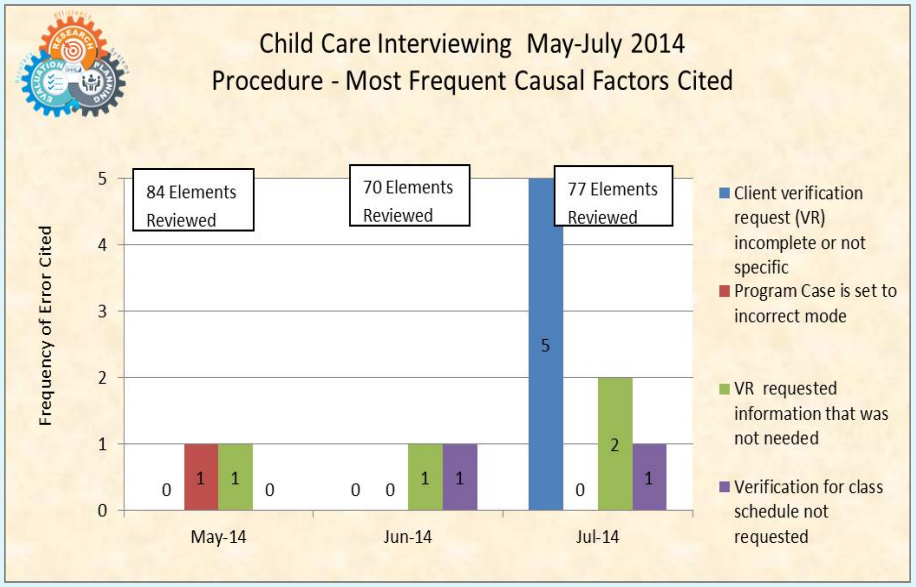


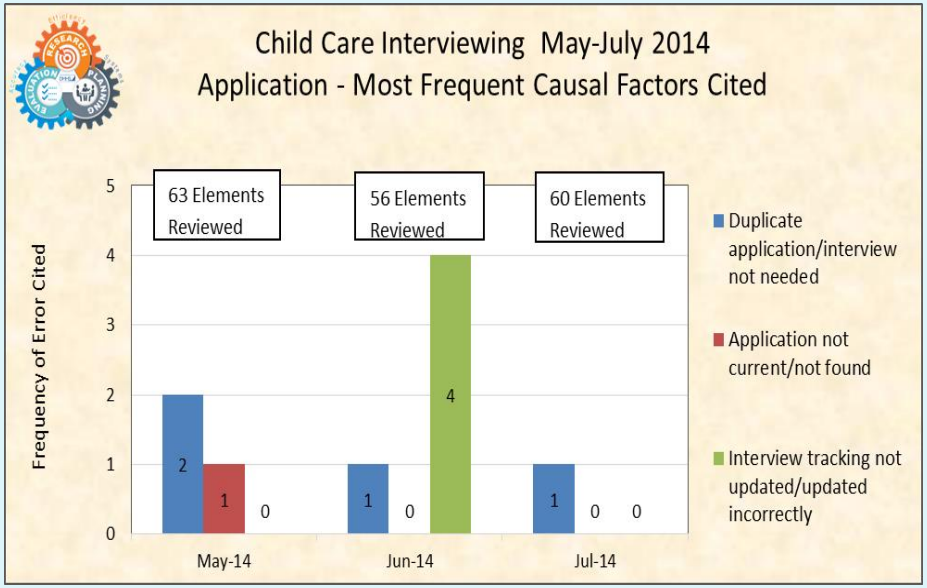
Child Care: Interviewing

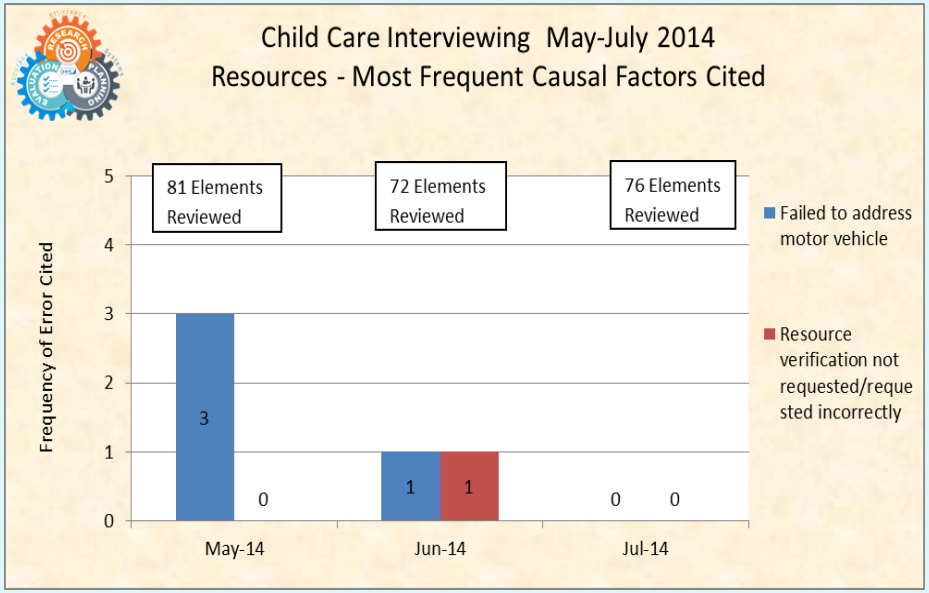


Child Care: Interviewing

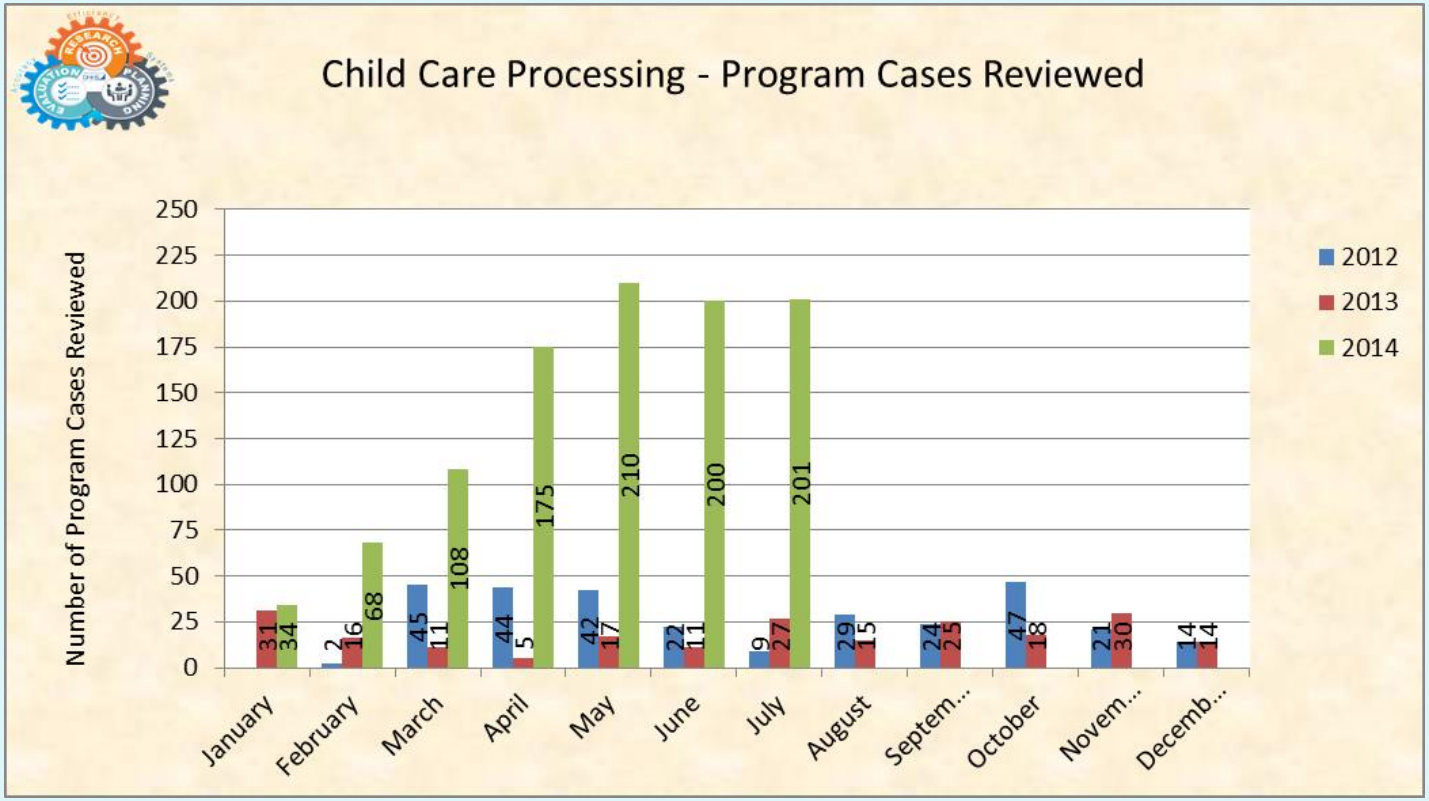








Child Care Processing Program Case Reads



Child Care: Processing

Strengths/Accomplishments:

Captivate Video released:

1. 10% Income Disregard: 6/30/2014
2. How to Review the CQI Report: 8/4/2014

R.E.P. Released:

1. 10% Income Disregard: 6/30/2014
2. Child Care In-home Provider: 7/28/14
3. Child Care Authorizations: 7/14/14
4. Aligning Review Dates: 7/28/14

SCR:

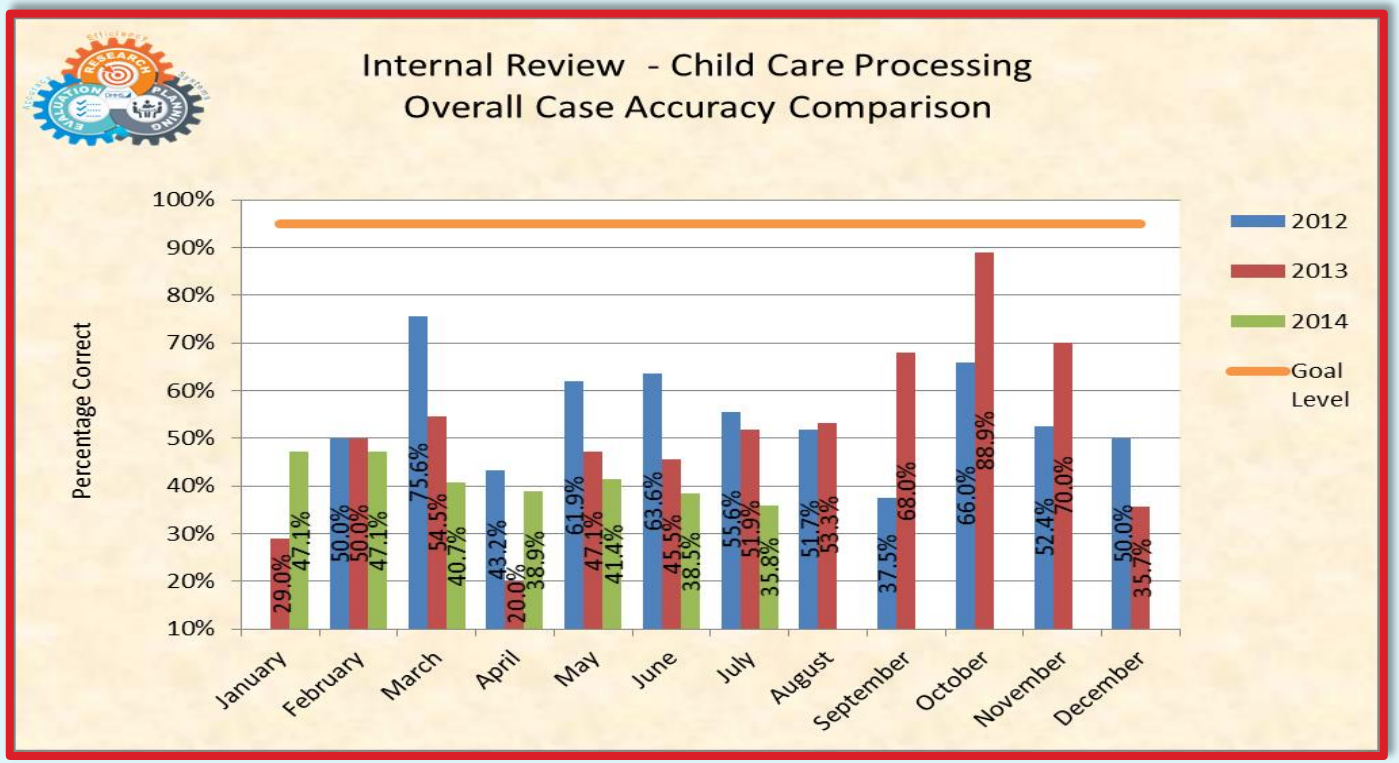
1. SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.
2. SCR 14866 will create a prefilled EA Review/Recert applications.

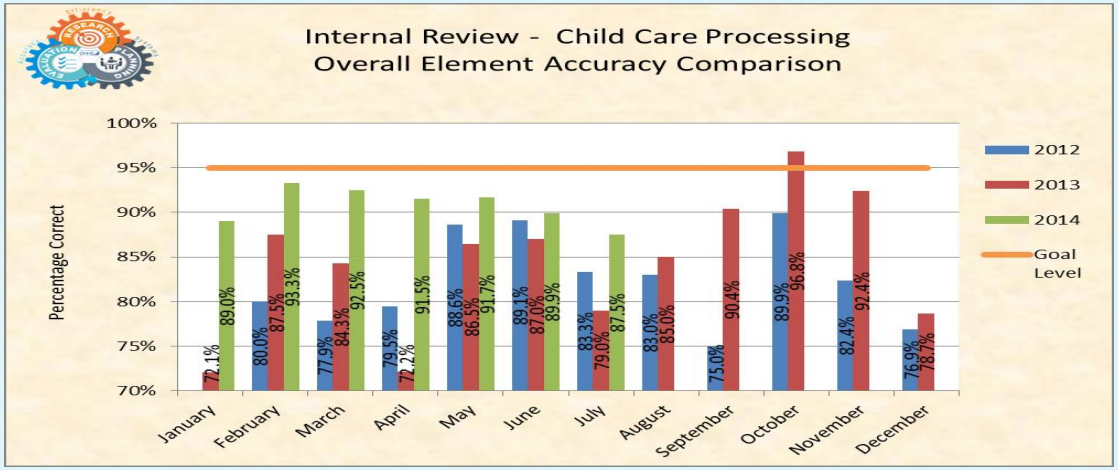
Action Items:

1. SCR 15056 Verif request correspondence will be added to CBI.

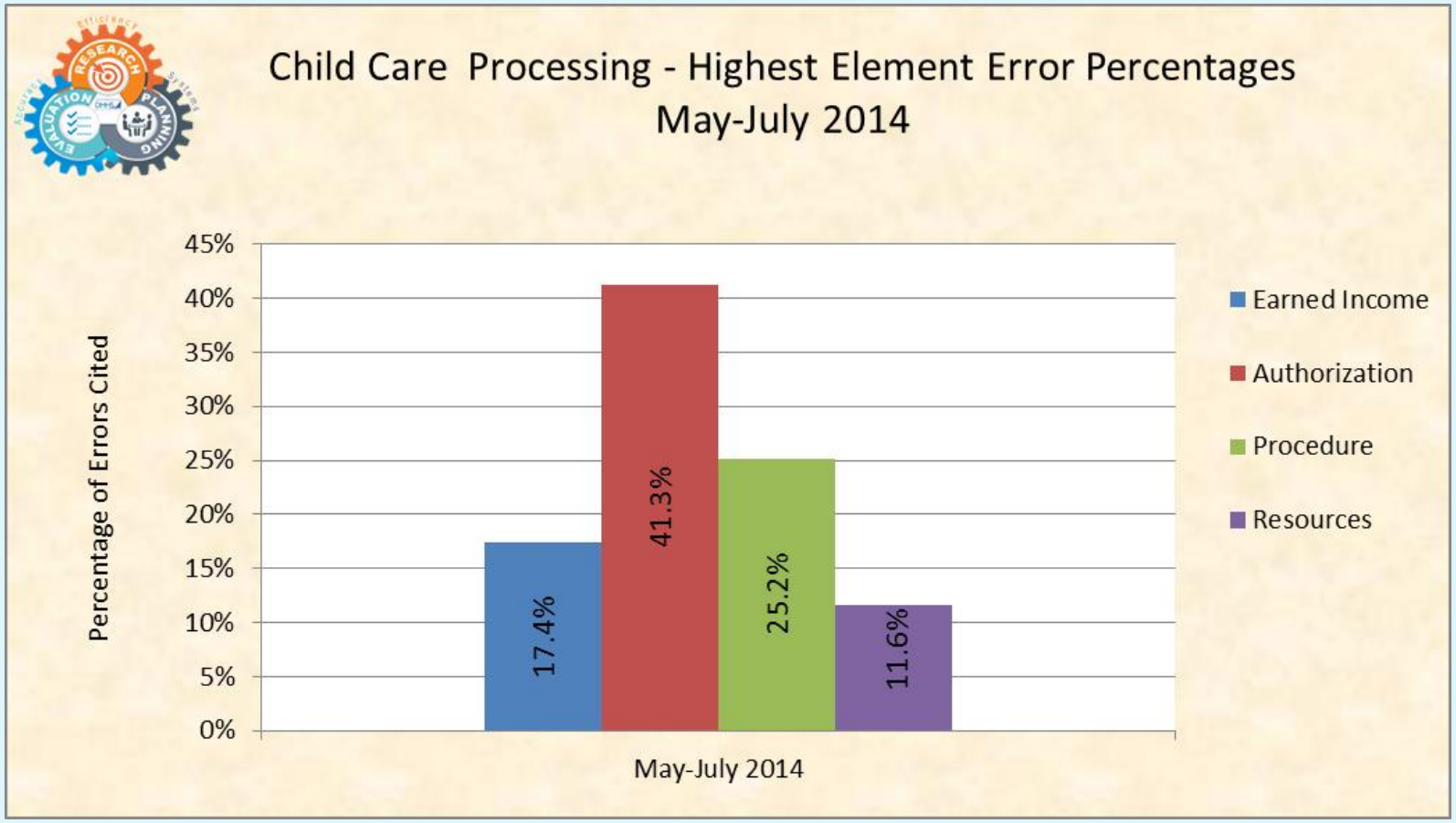
Barriers:

Goal Statement: The Child Care program will move towards the goal of 95% accuracy on actions taken on all Child Care household cases.

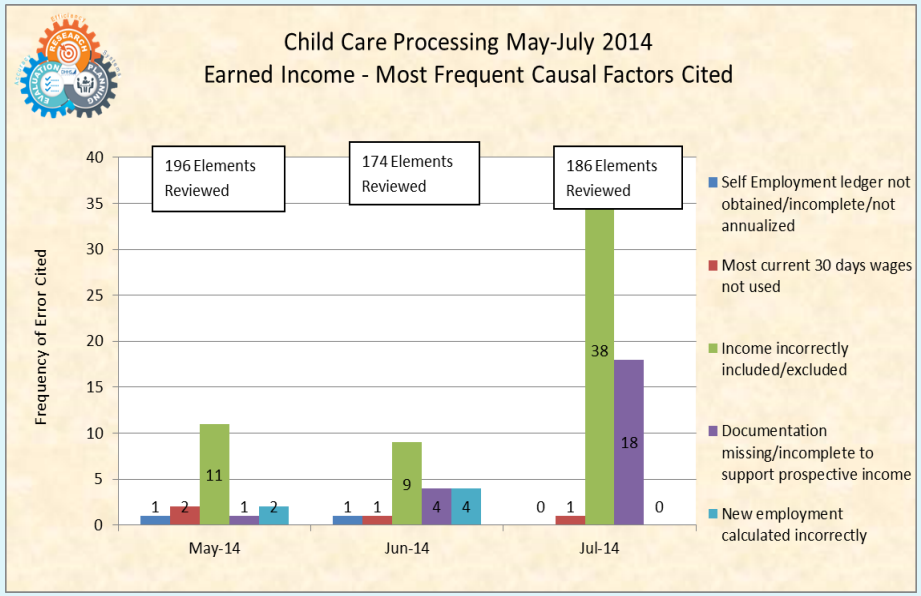


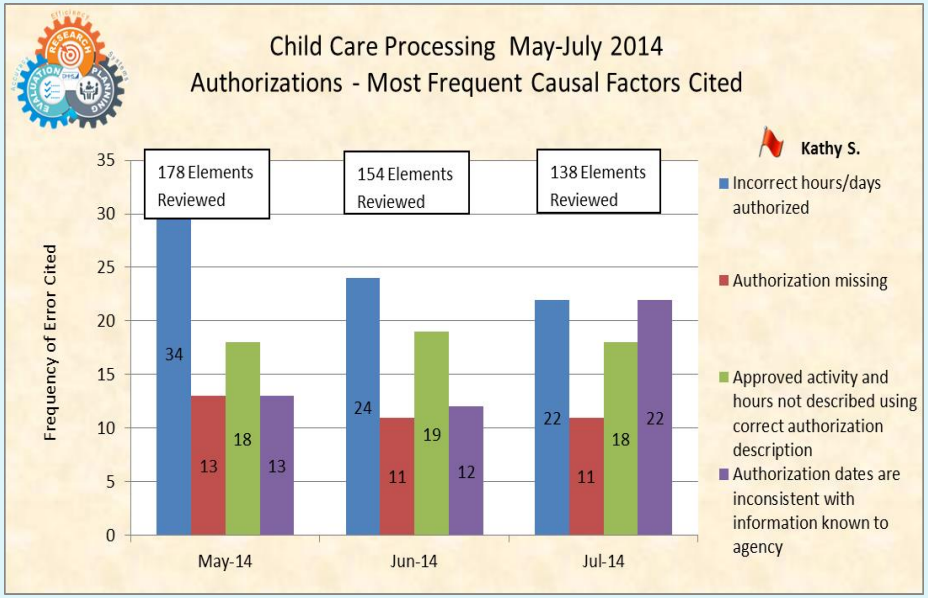


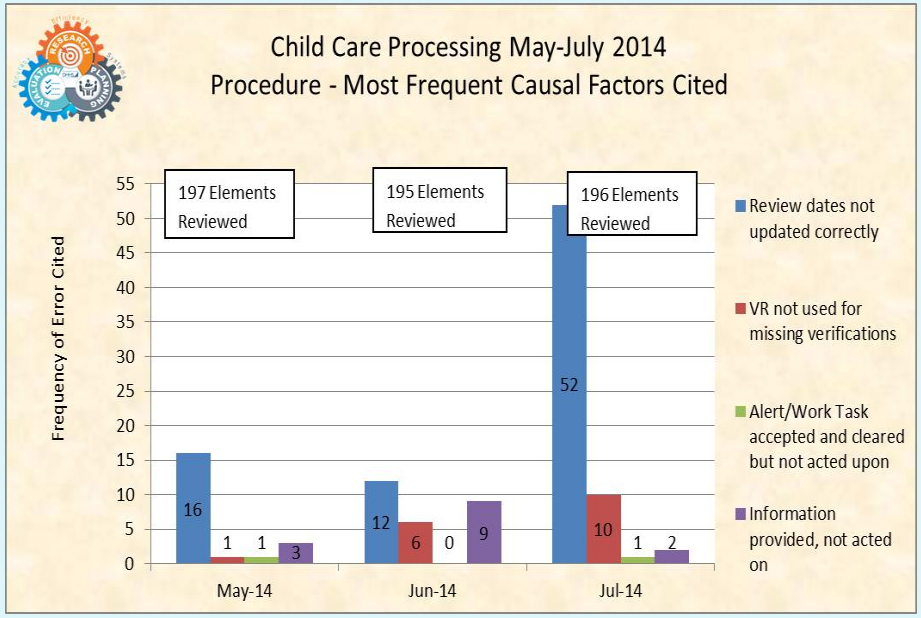
Child Care: Processing

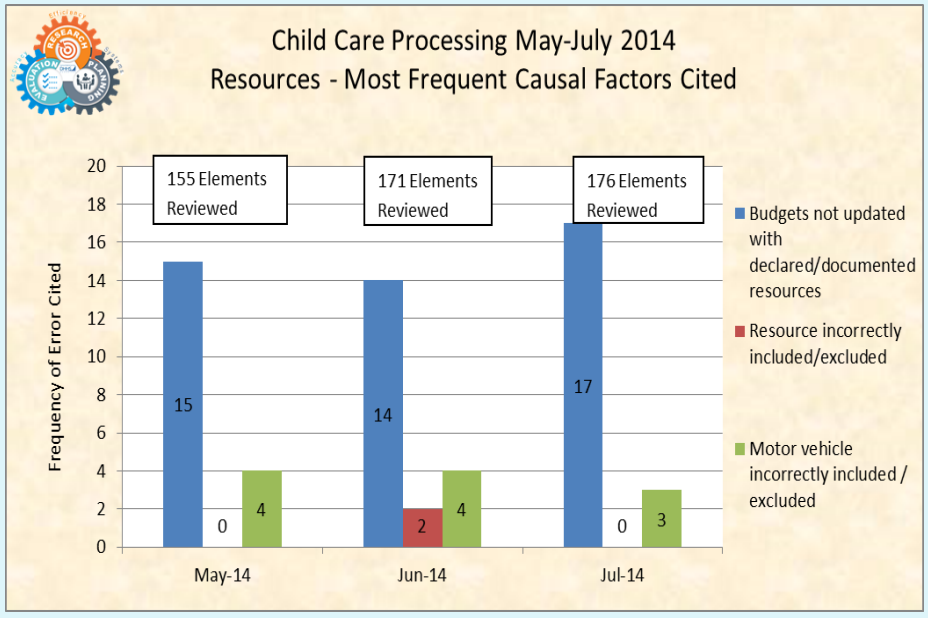


Child Care: Processing

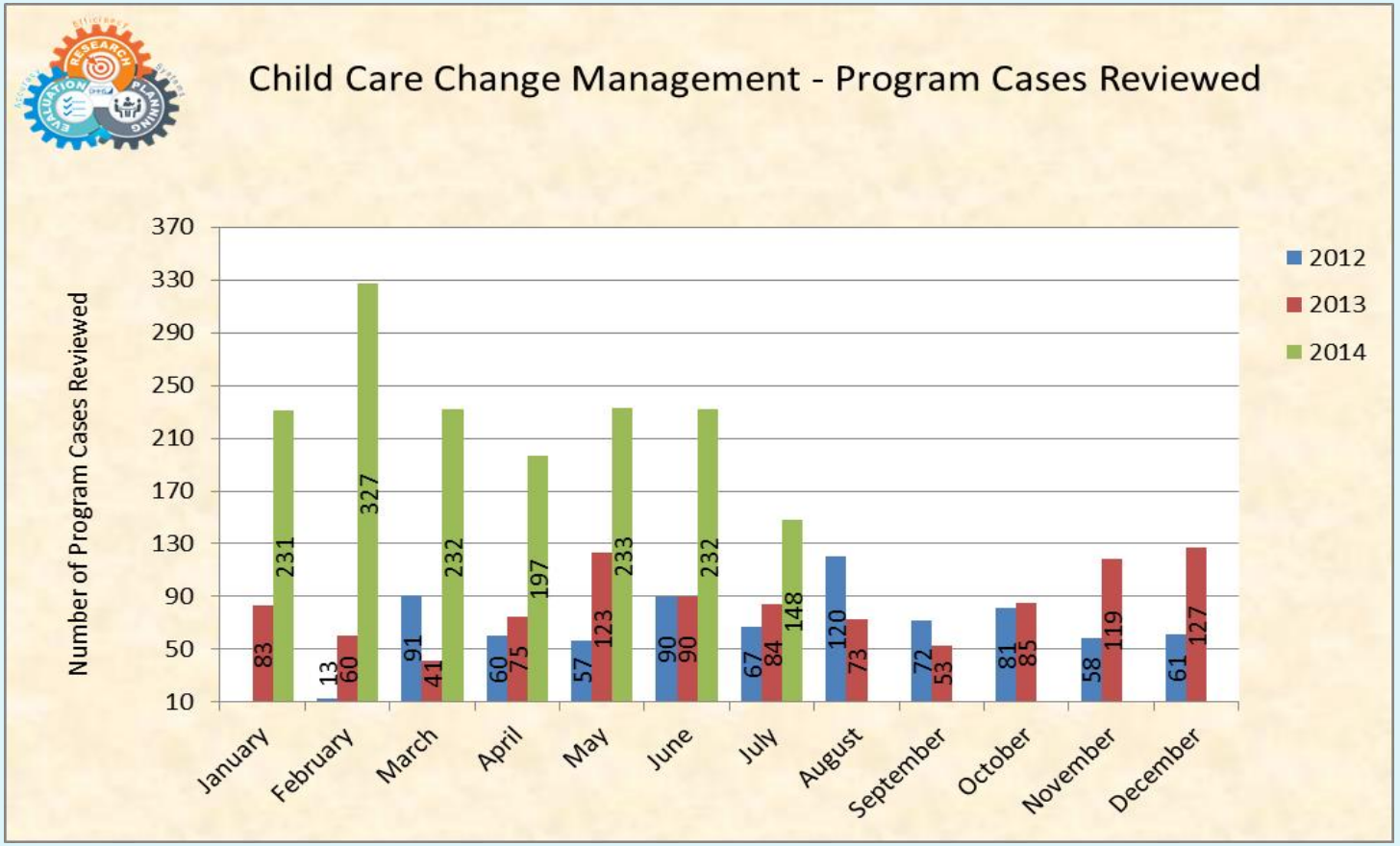








Child Care Change Management Program Case Reads



Child Care: Change Management

Strengths/Accomplishments:

Captivate Video released:

1. 10% Income Disregard: 6/30/2014
2. How to Review the CQI Report: 8/4/2014

R.E.P. Released:

1. 10% Income Disregard: 6/30/2014
2. Child Care In-home Provider: 7/28/14
3. Child Care Authorizations: 7/14/14
4. Aligning Review Dates: 7/28/14

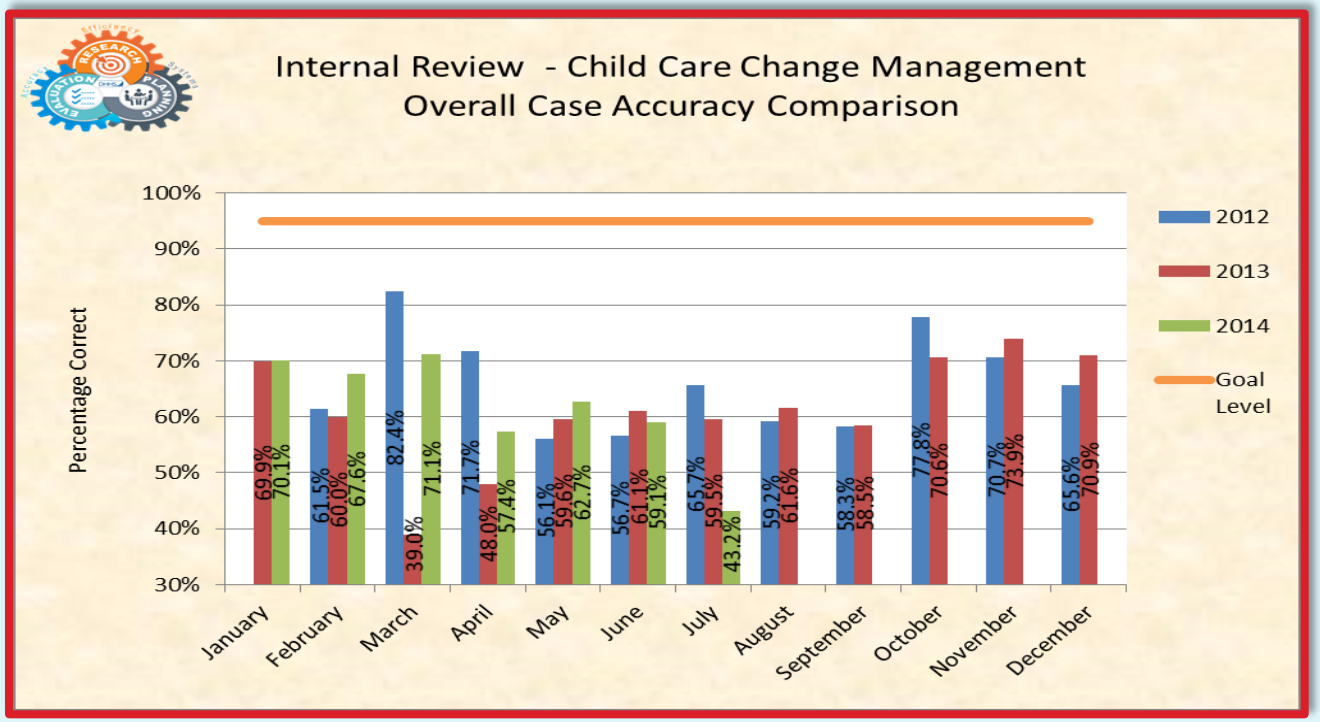
SCR:

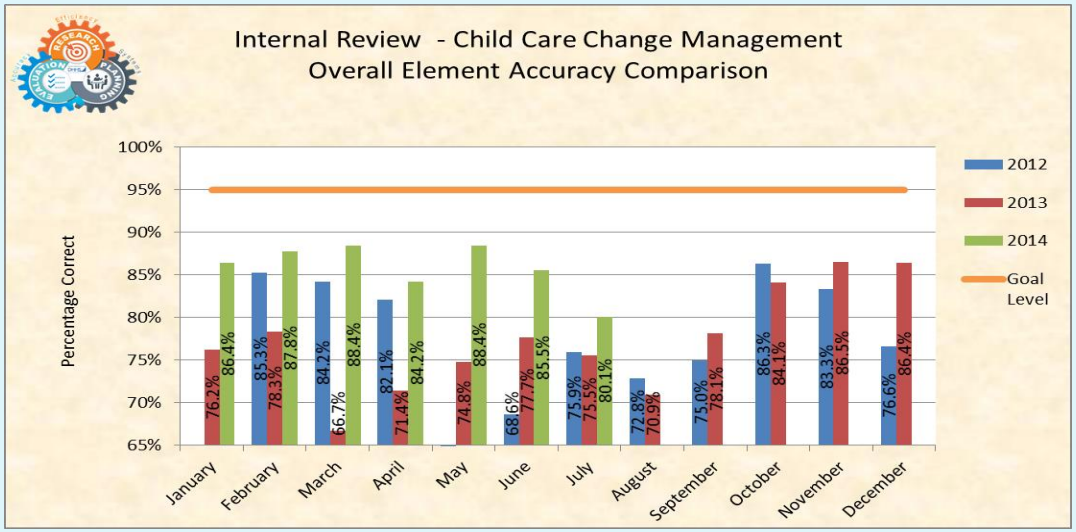
1. SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.
1. SCR 14954 for July 13 will add a Death indicator on an SSA record.

Action Items:

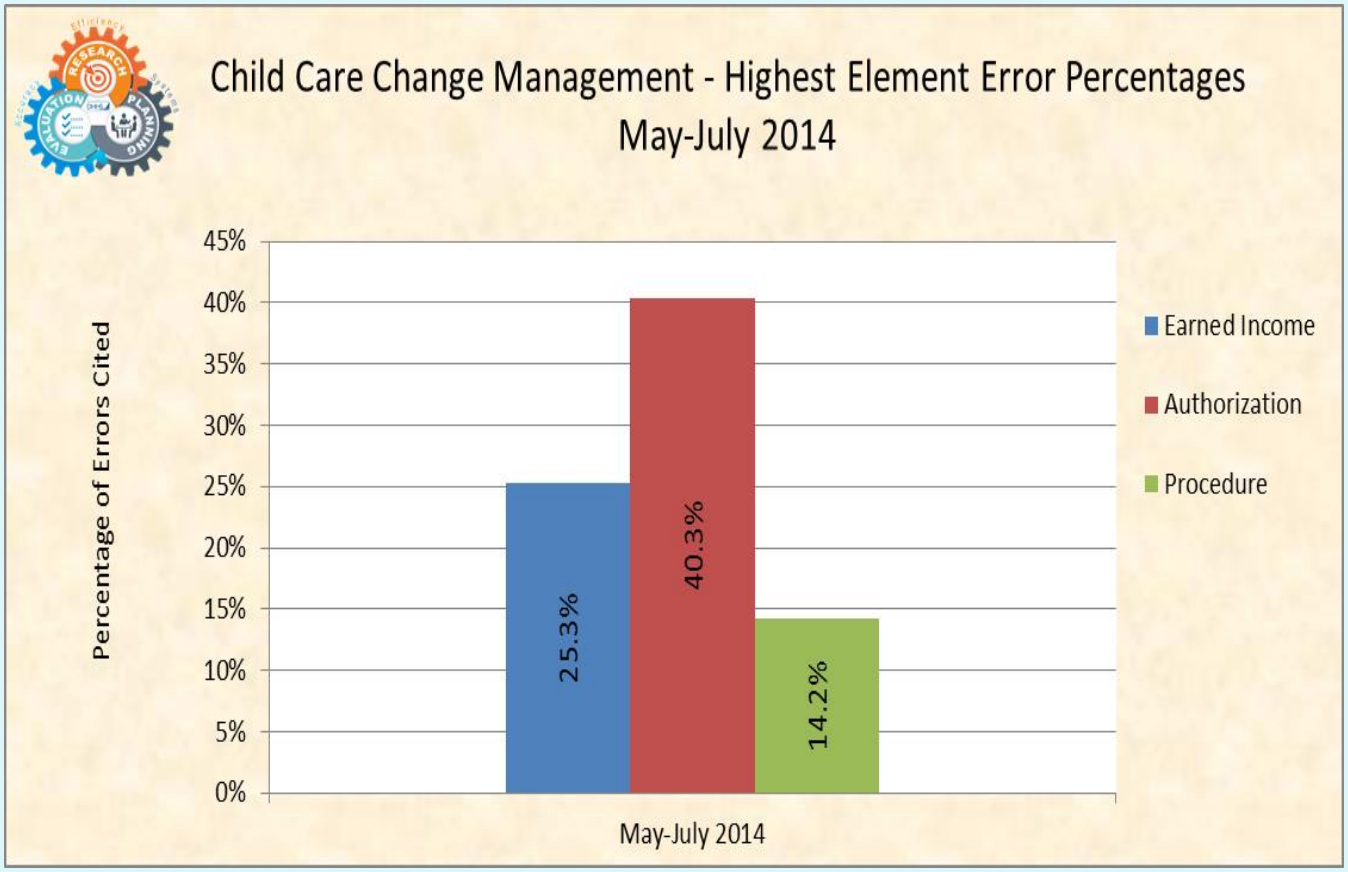
Barriers:

Goal Statement: The Child Care program will move towards the goal of 95% accuracy on actions taken on all Child Care household cases.

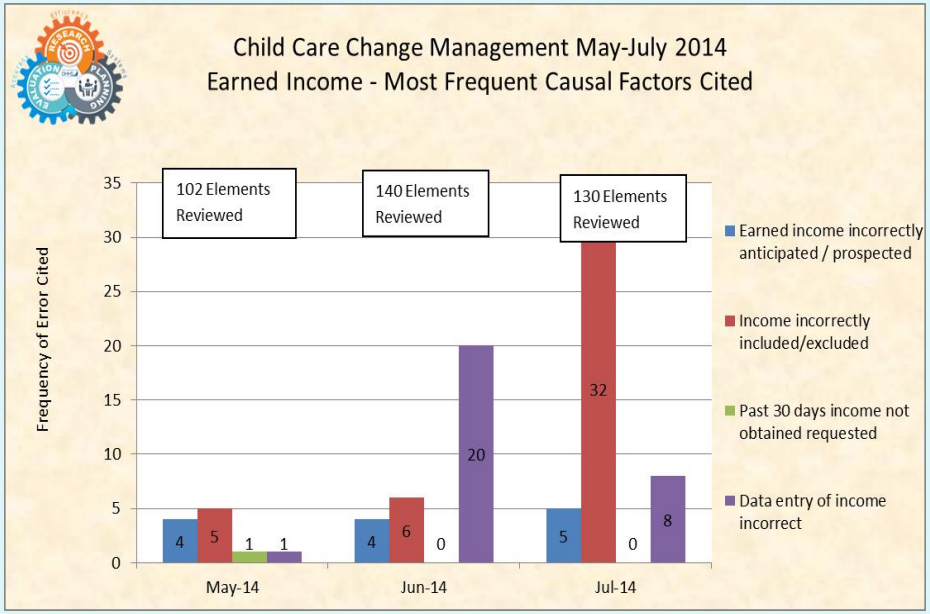


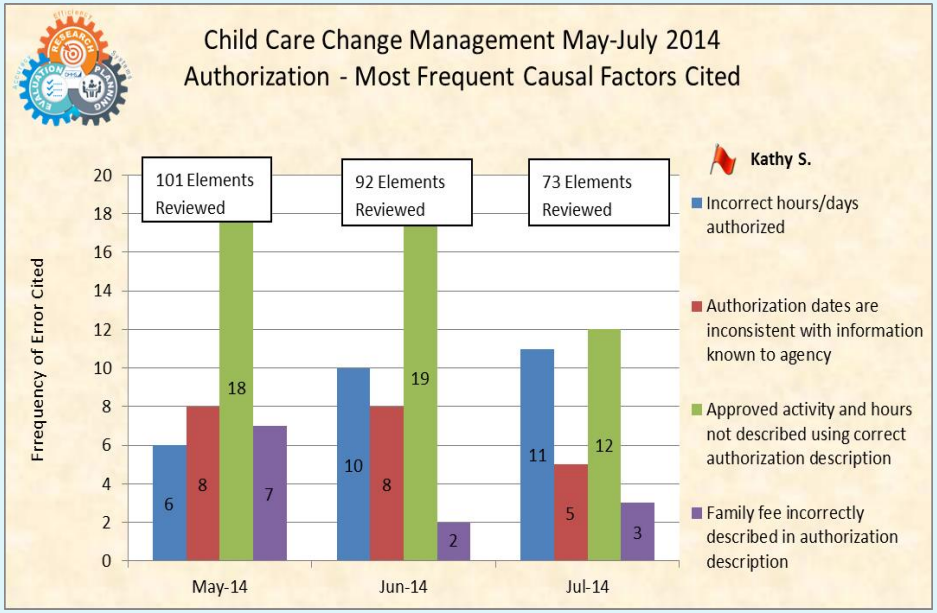


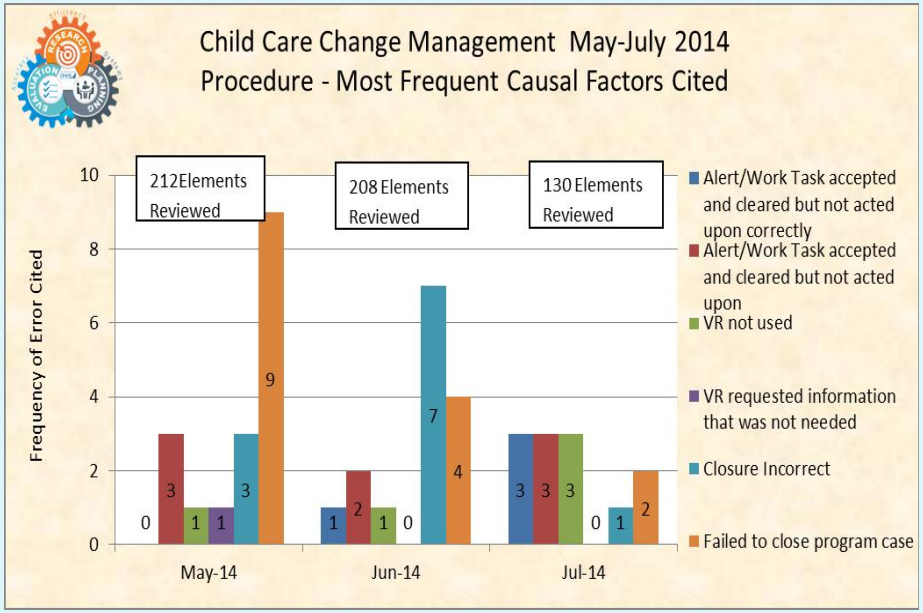
Child Care: Change Management



Child Care: Change Management







Child Care Success Stories

Interviewing

1. Earned Income: Removed Causal – Self-employment ledgers not requested/requested incorrectly, last error cited 3/2014
2. Application: Removed Causal – Application form questions not answered, last error cited 3/2014
3. Application: Removed Causal – Family does not have an approved need, last error cited 4/2014

Child Care: Steps to Improvement

Processing/Change Management:

- Creating a work group to create a calendar and/or spreadsheet for correct child care authorizations: Kathy Shambaugh

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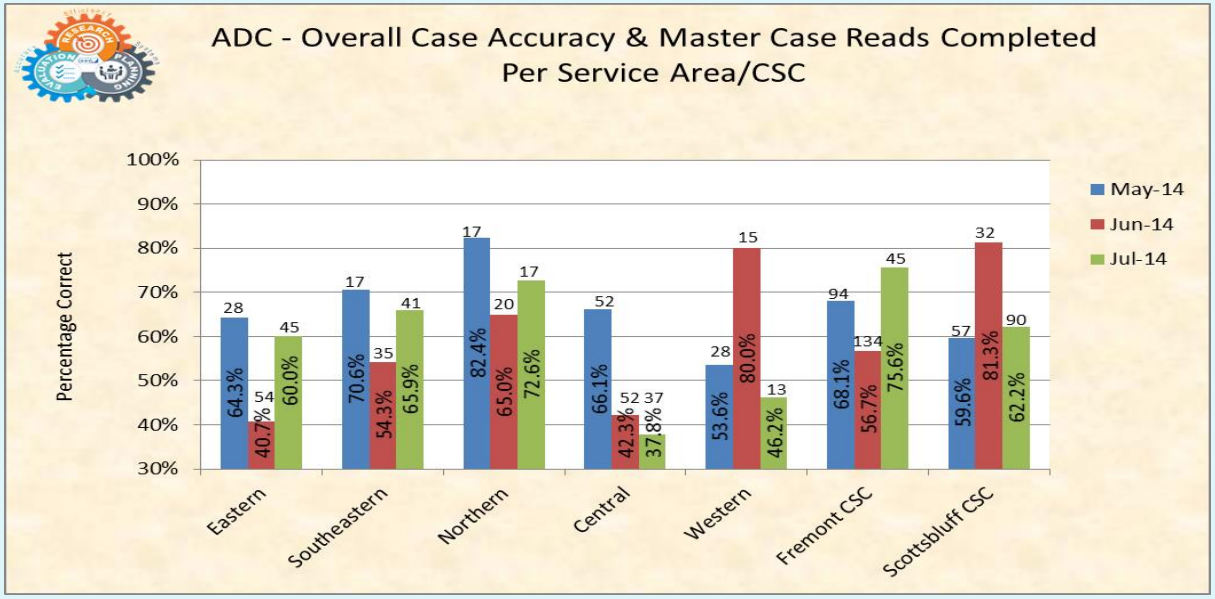
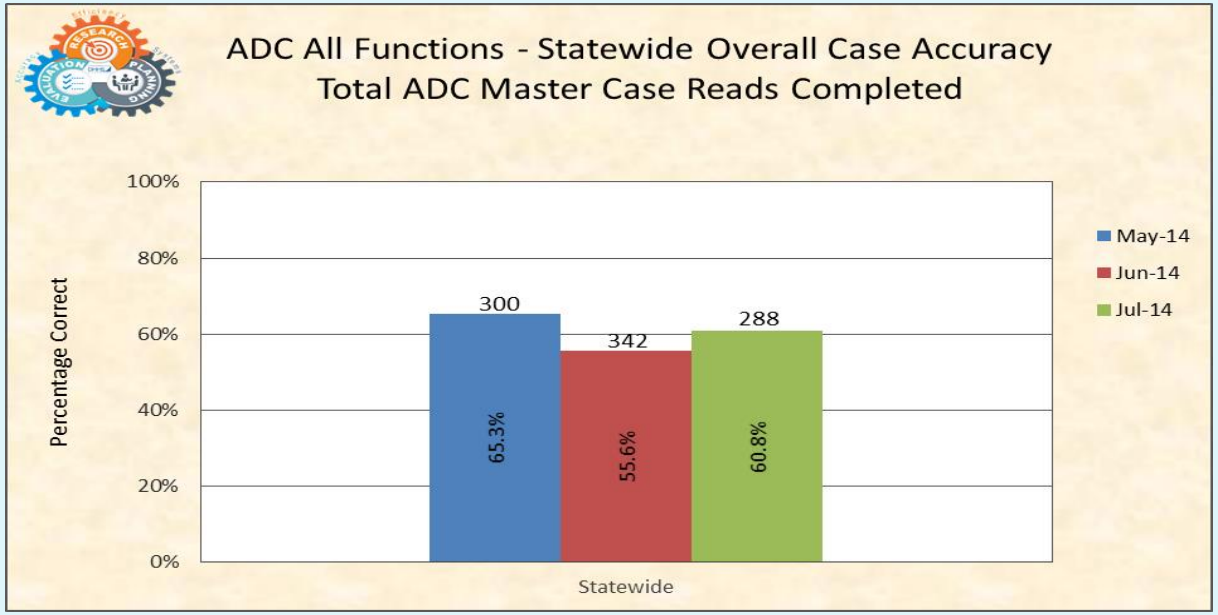
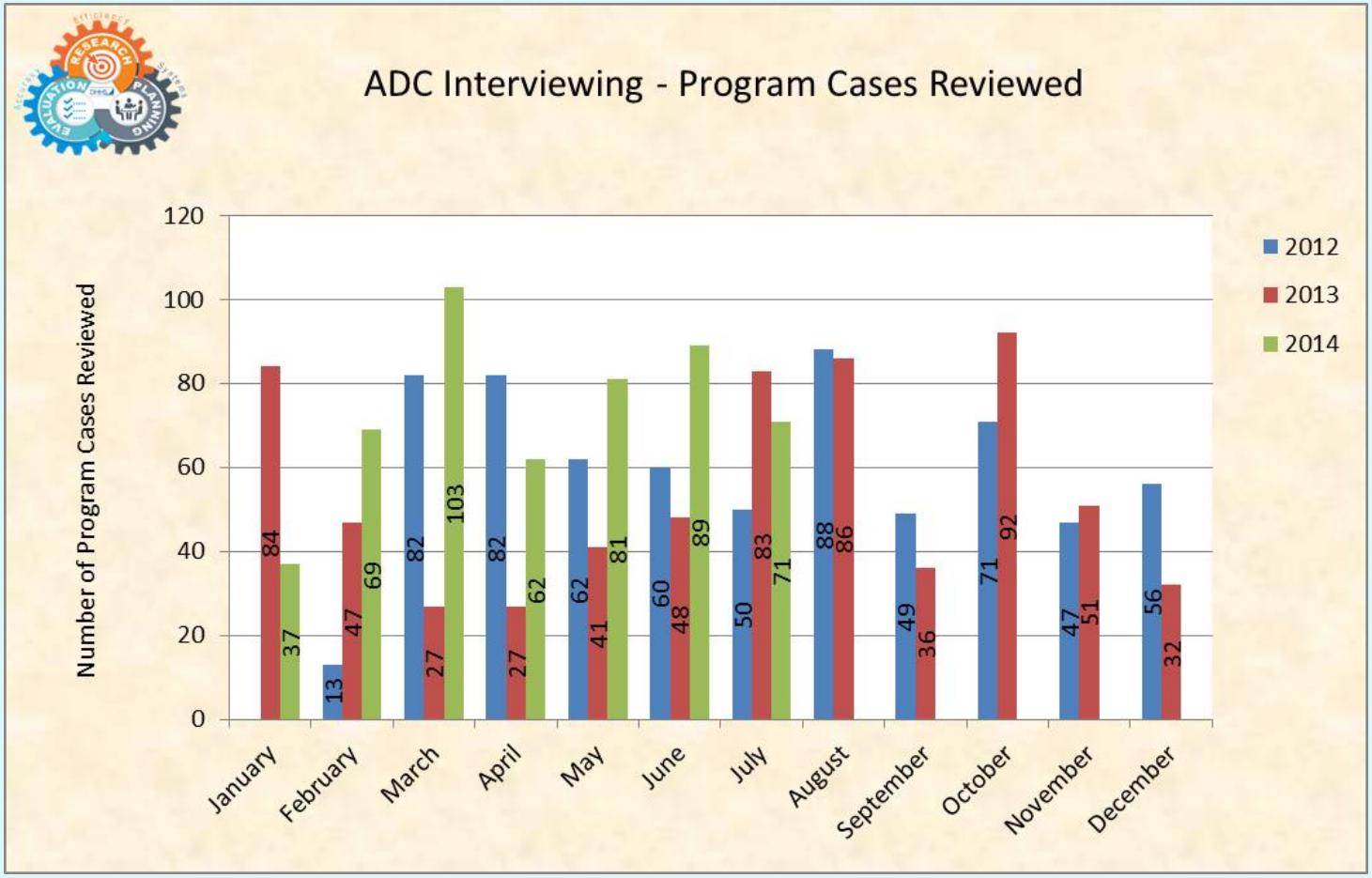
Aid to Dependent Children Accuracy





Aid to Dependent Children: Interviewing Program Case Reads



Aid to Dependent Child : Interviewing

Strengths/Accomplishments:

Captivate Video released:

1. How to Review the CQI Report: 8/4/2014

SCR:

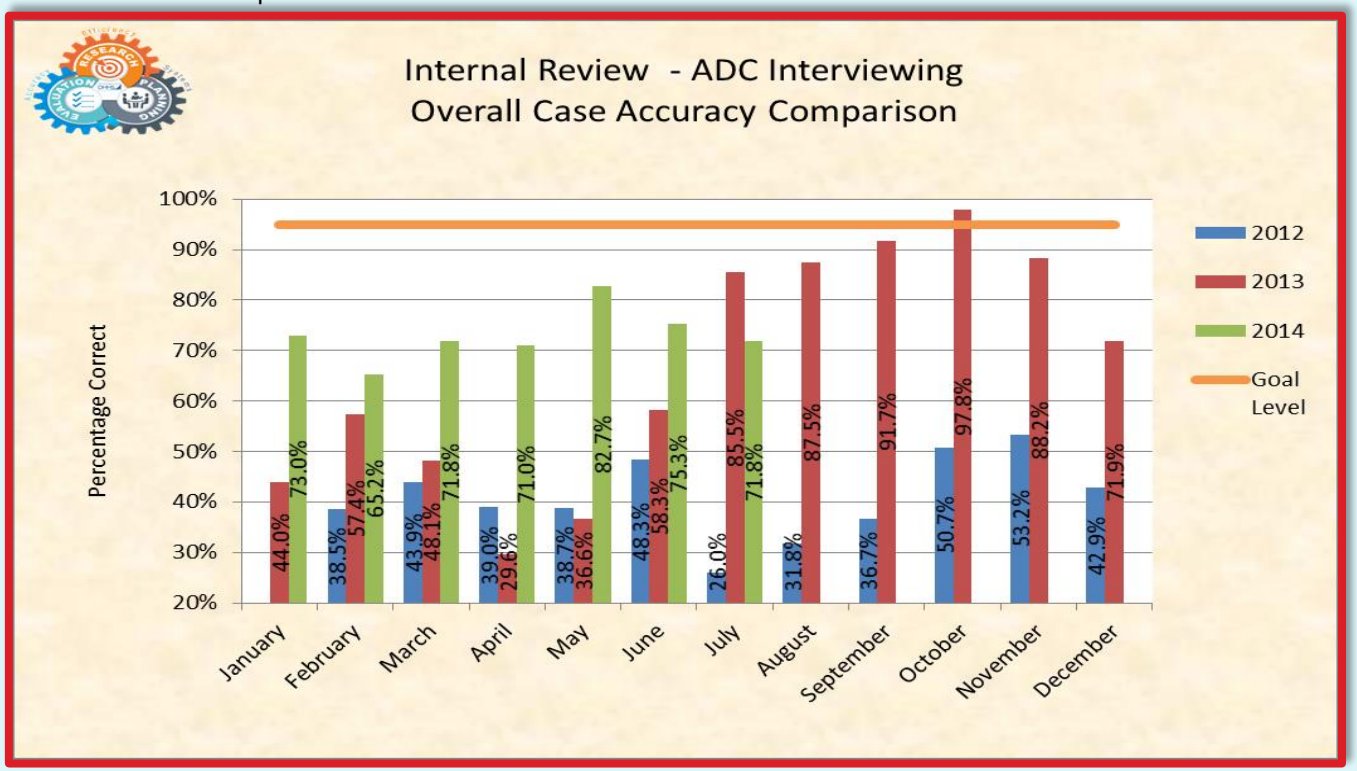
1. SCR 14866 will create a prefilled EA Review/Recert applications.

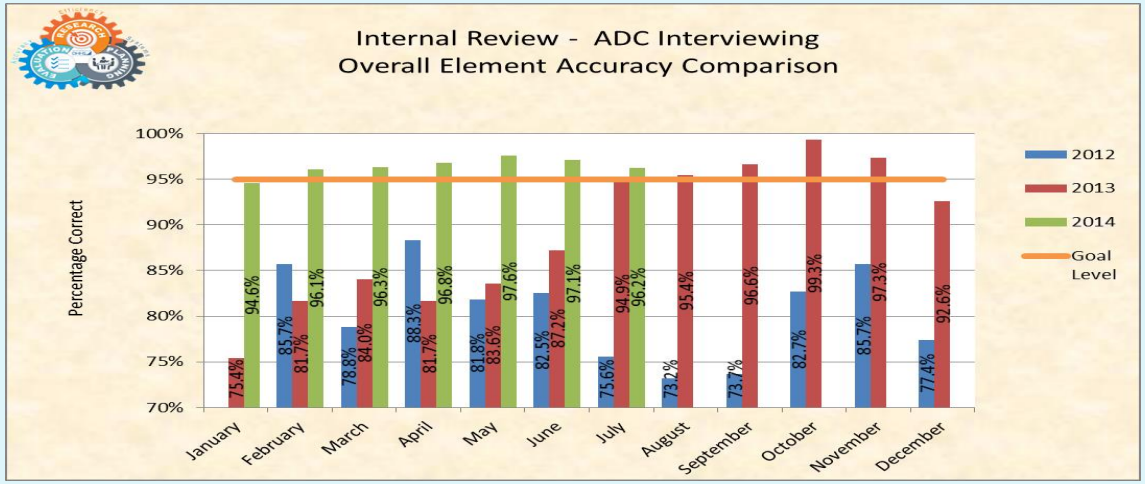
Action Items:

1. SCR 15056 Verif request correspondence will be added to CBI.
2. SCR 15370 will fix a bug with rescheduling interviews.

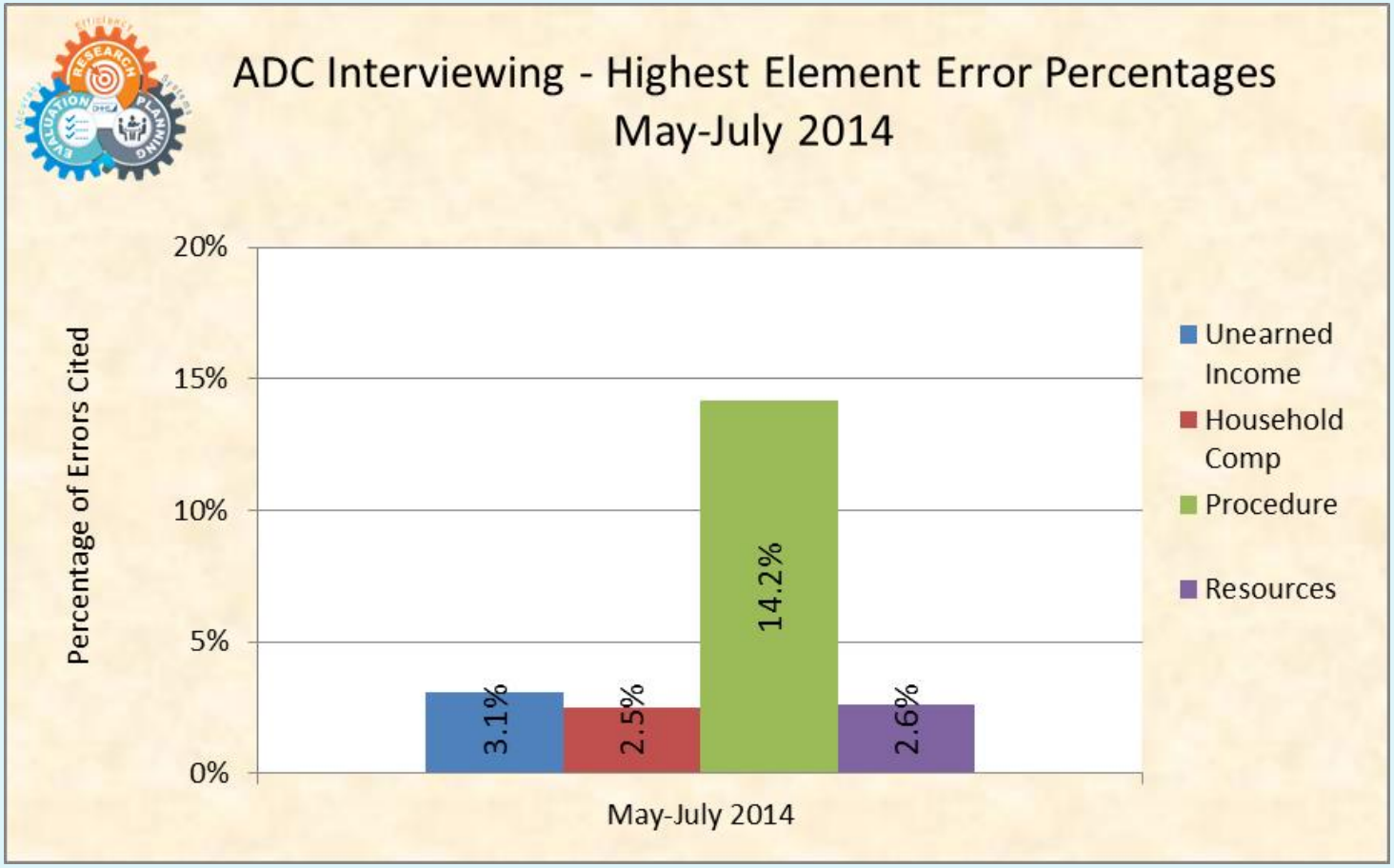
Barriers:

Goal Statement: The Aid to Dependent Children program will move towards the goal of 95% accuracy on actions taken on all Aid to Dependent Children household cases.

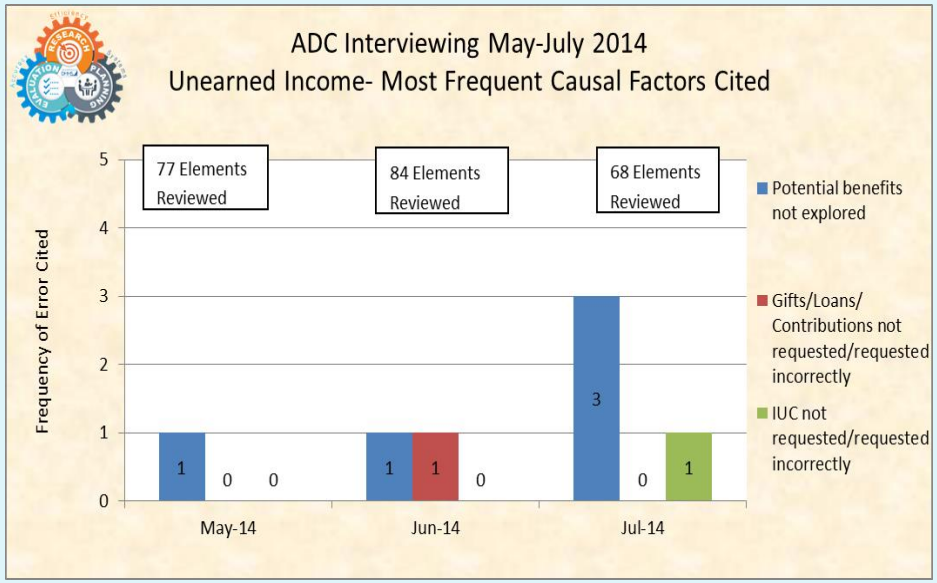


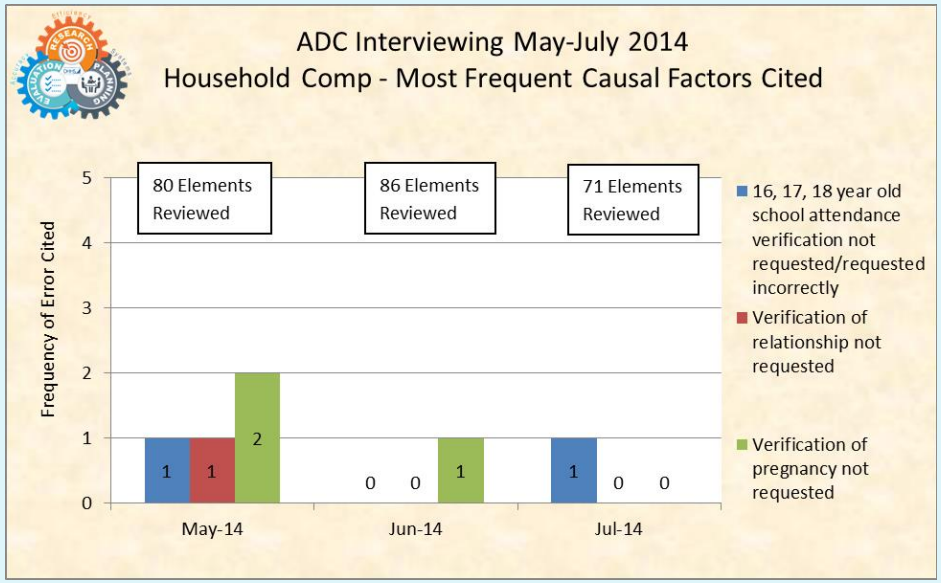


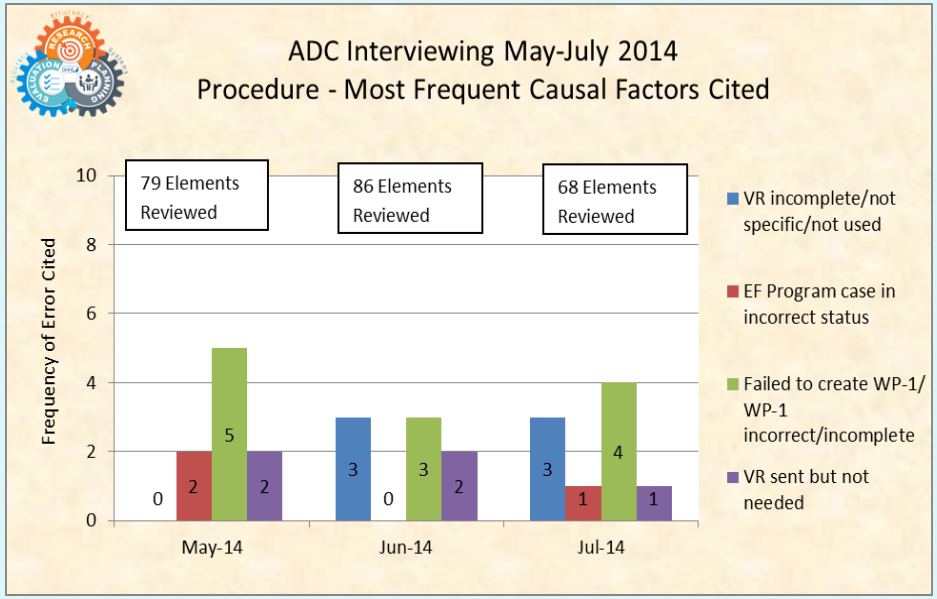
Aid to Dependent Children: Interviewing

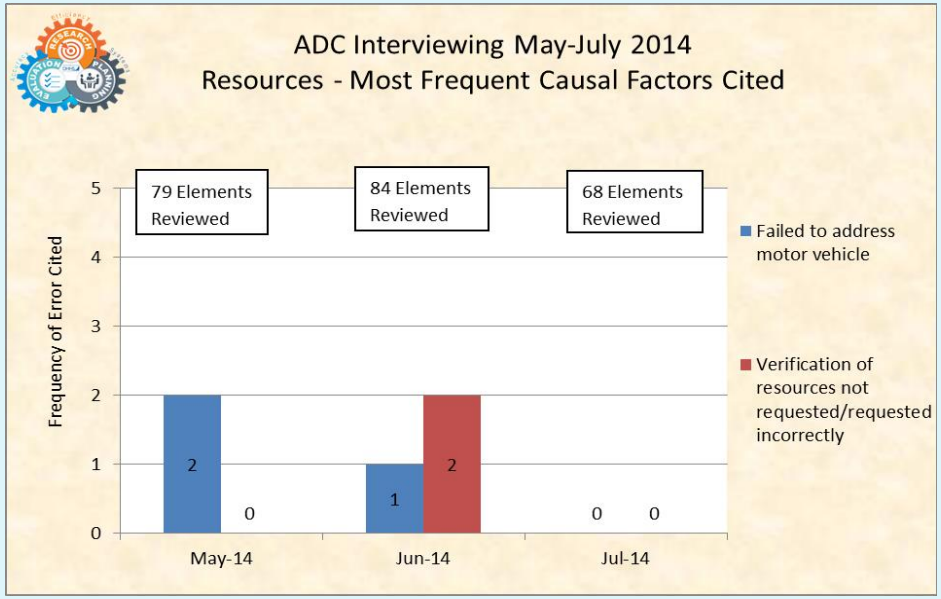


Aid to Dependent Children: Interviewing

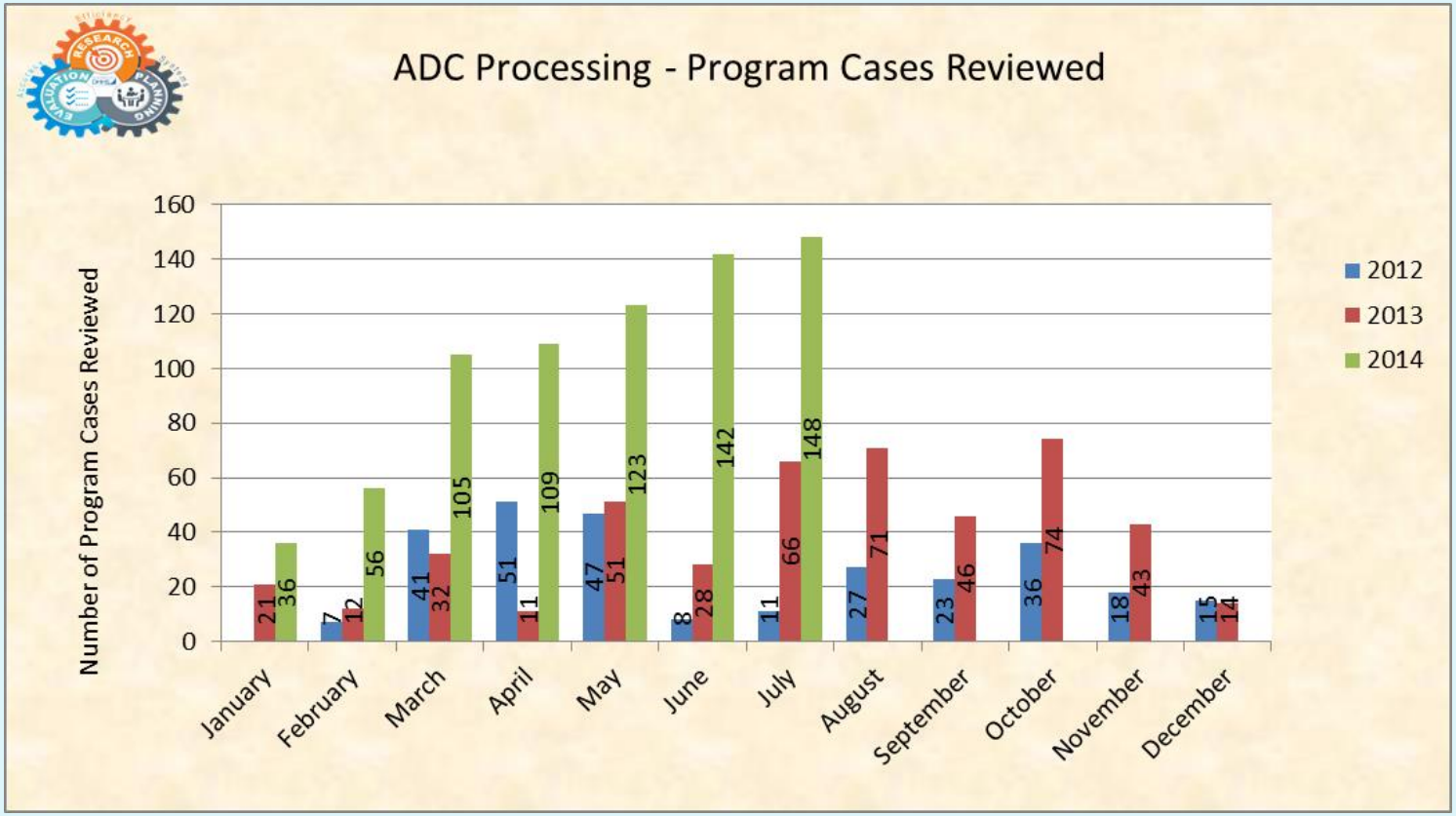








Aid to Dependent Children: Processing Program Case Reads



Aid to Dependent Child : Processing

Goal Statement: The Aid to Dependent Children program will move towards the goal of 95% accuracy on actions taken on all Aid to Dependent Children household cases.

Strengths/Accomplishments:

Captivate Video released:

1. Charts Referral: 6/23/2014
2. How to Review the CQI Report: 8/4/2014

R.E.P. Released:

1. Aligning Review Dates: 7/28/14

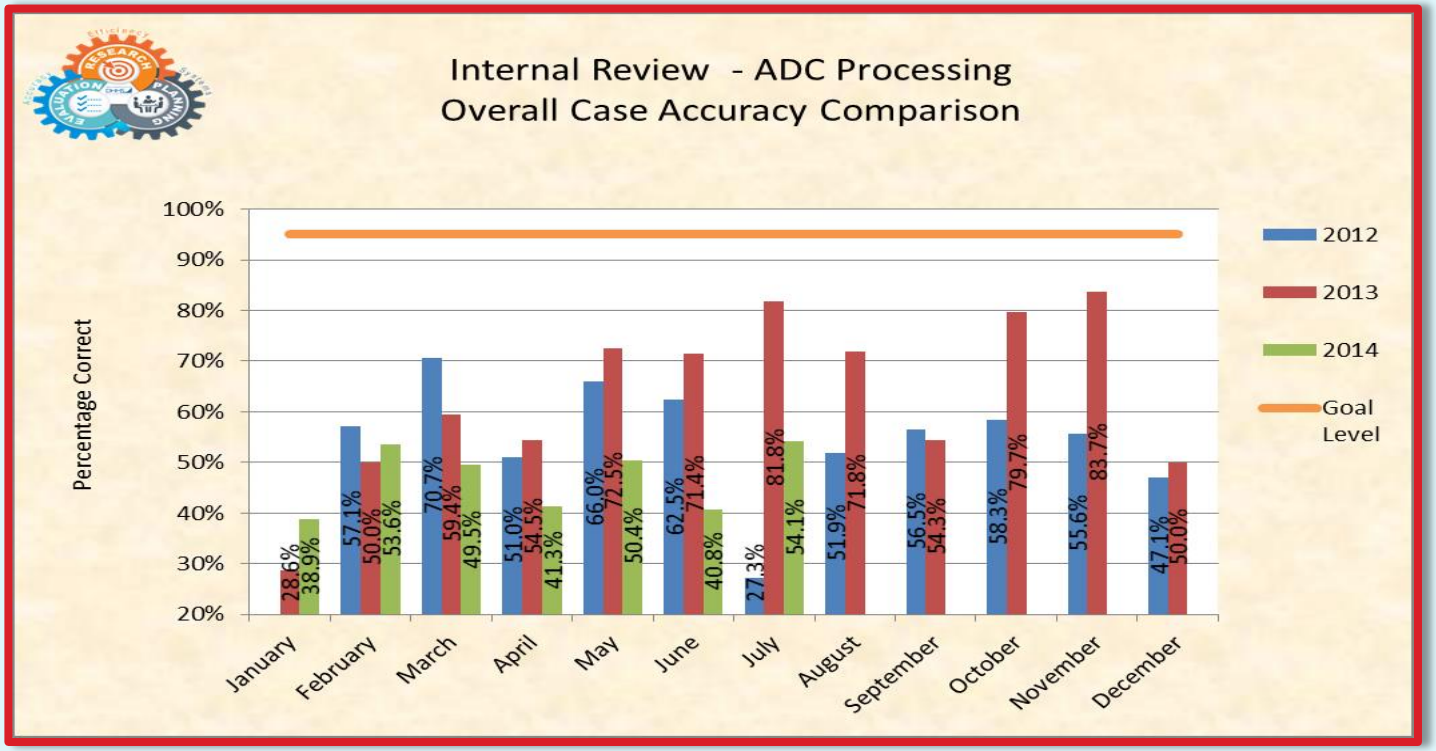
SCR:

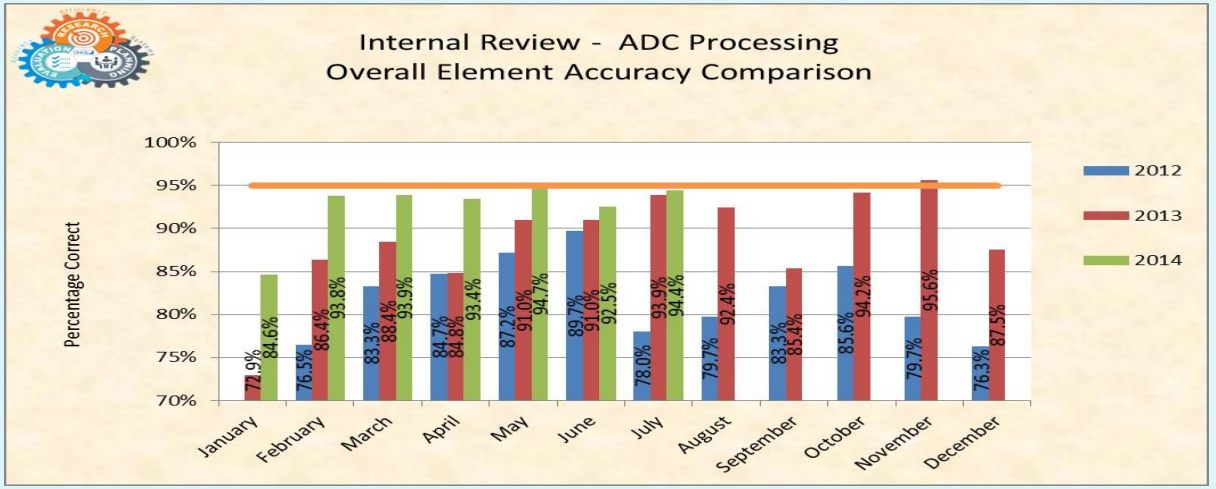
1. SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.
2. SCR 14866 will create a prefilled EA Review/Recert applications.

Action Items:

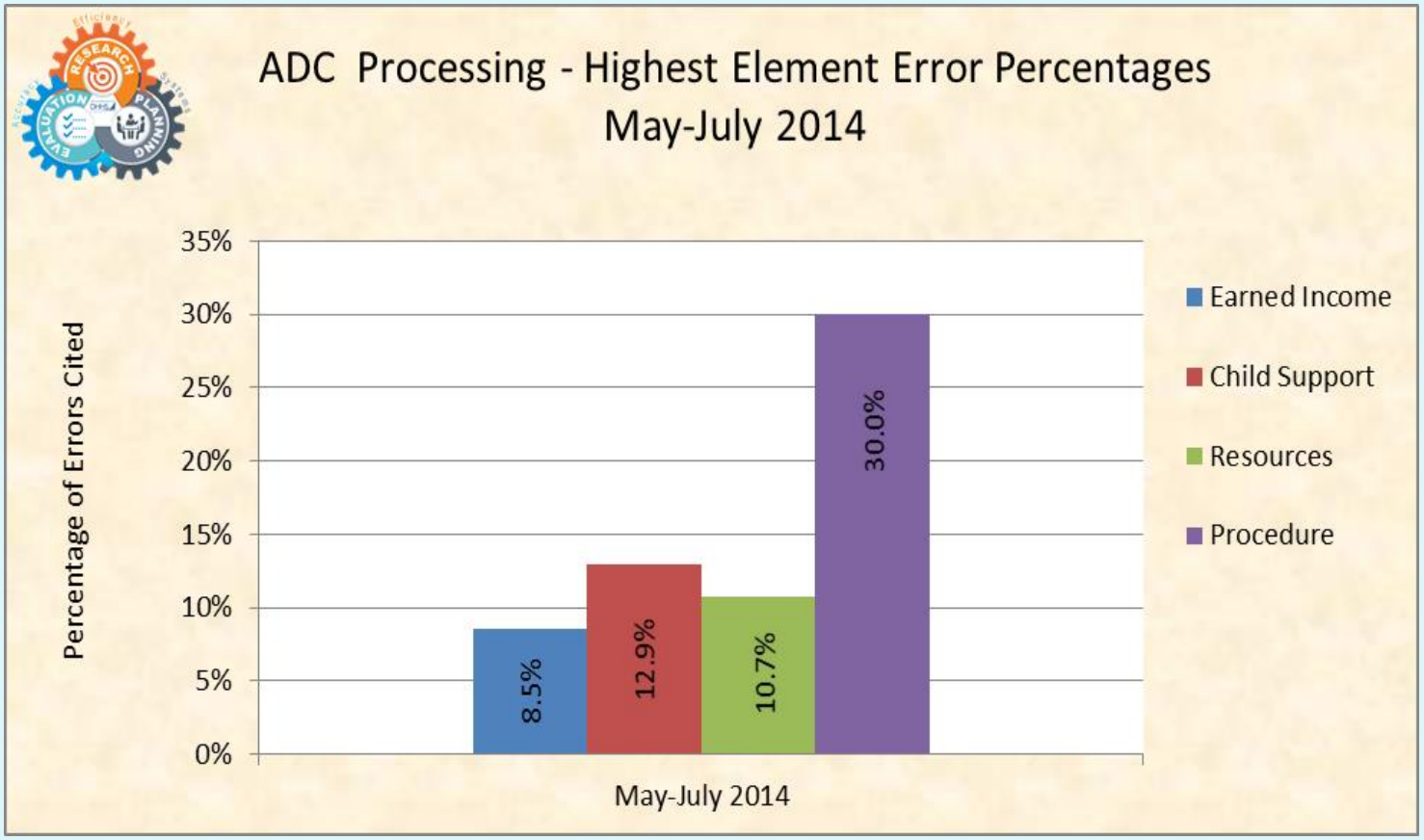
1. SCR 15056 Verif request correspondence will be added to CBI.
2. SCR 15067 will correct deeming logic for payment only cases.
3. SCR 15322 Fix a failure path in budgeting logic to deny ADC.

Barriers:

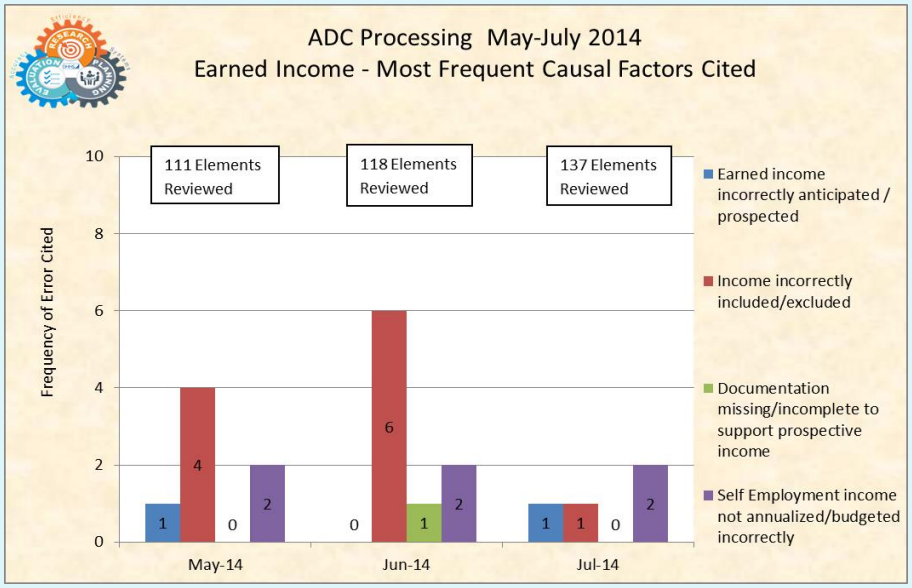


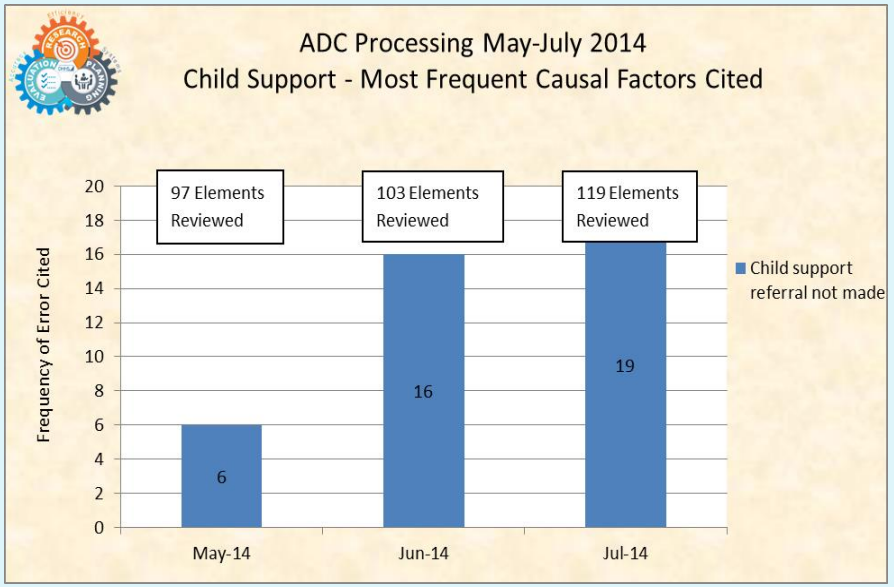


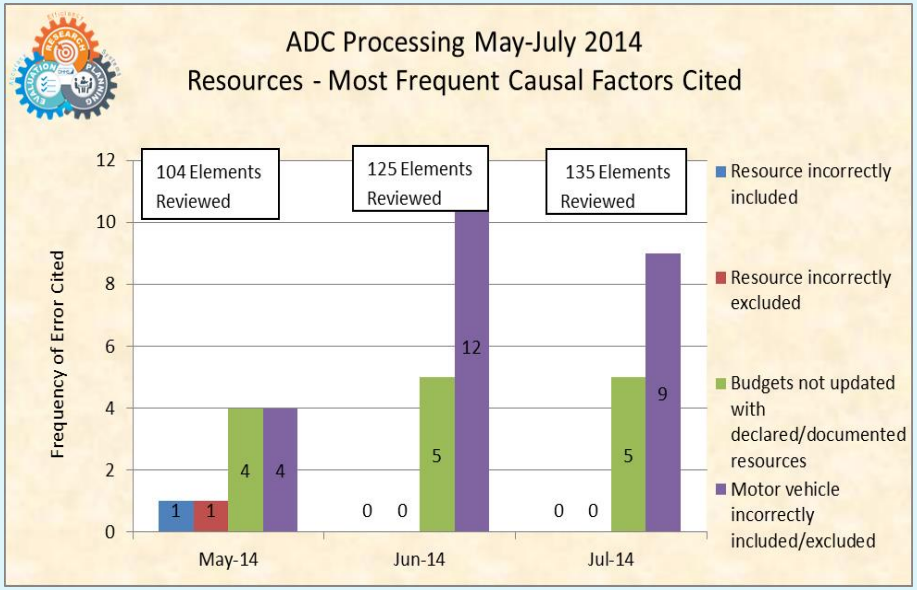
Aid to Dependent Children: Processing

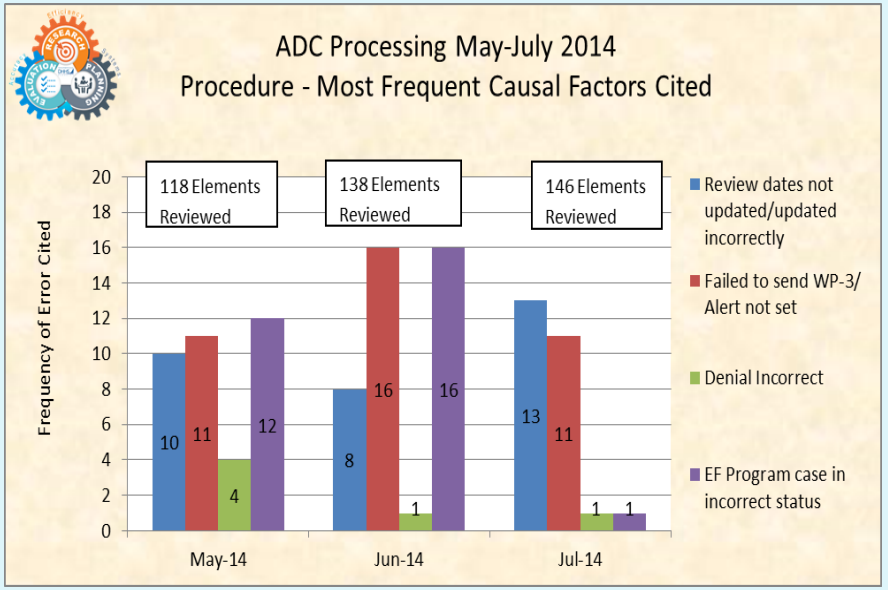


Aid to Dependent Children: Processing

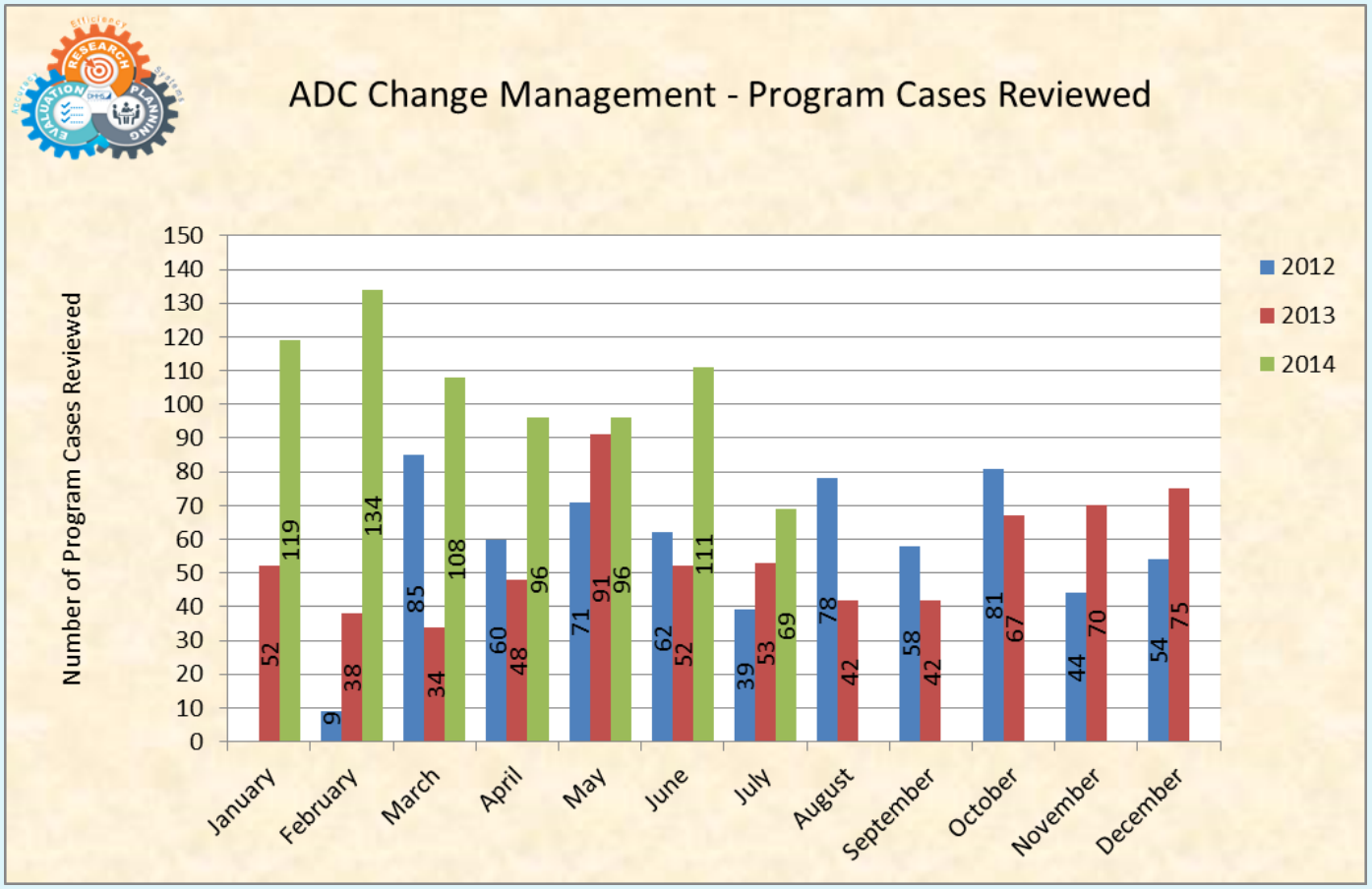








Aid to Dependent Children: Change Management Program Case Reads



Aid to Dependent Child : Change Management

Goal Statement: The Aid to Dependent Children program will move towards the goal of 95% accuracy on actions taken on all Aid to Dependent Children household cases.

Strengths/Accomplishments:

Captivate Video released:

1. Charts Referral: 6/23/2014
2. How to Review the CQI Report: 8/4/2014

R.E.P. Released:

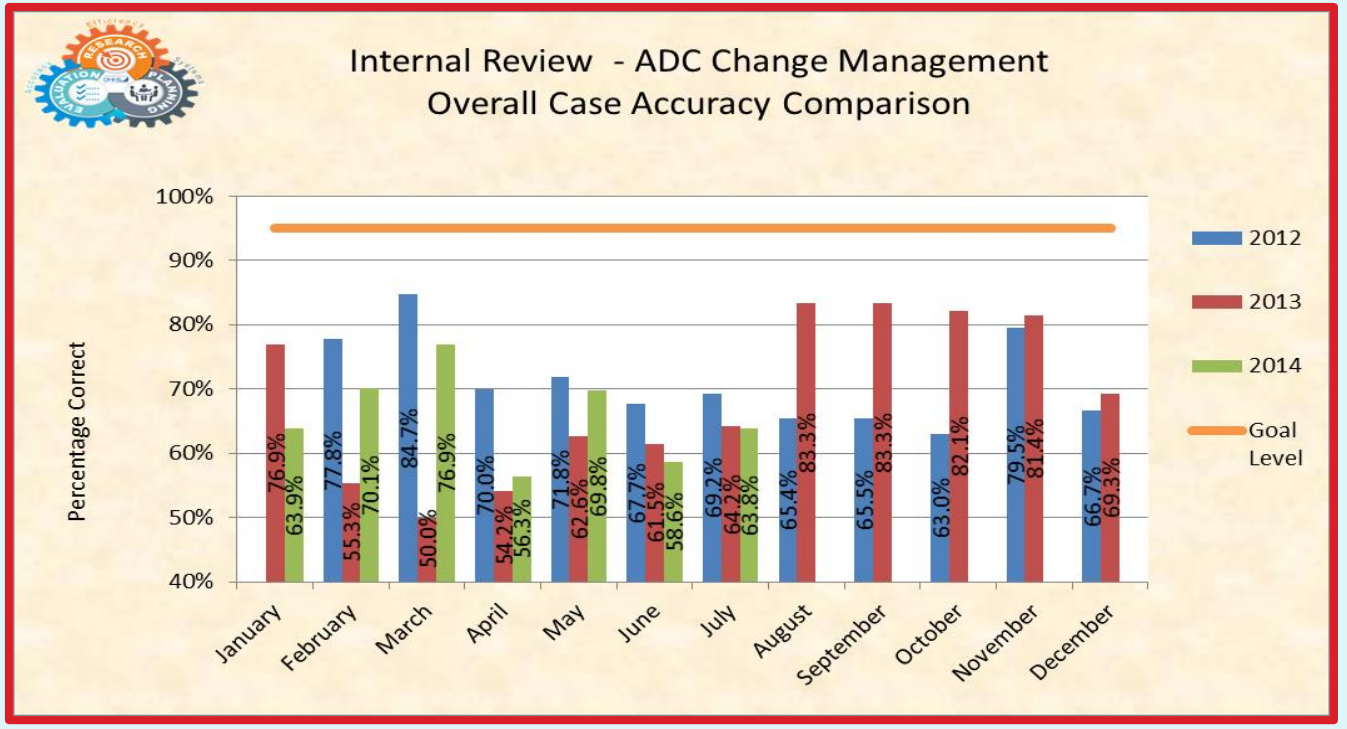
1. Aligning Review Dates: 7/28/14

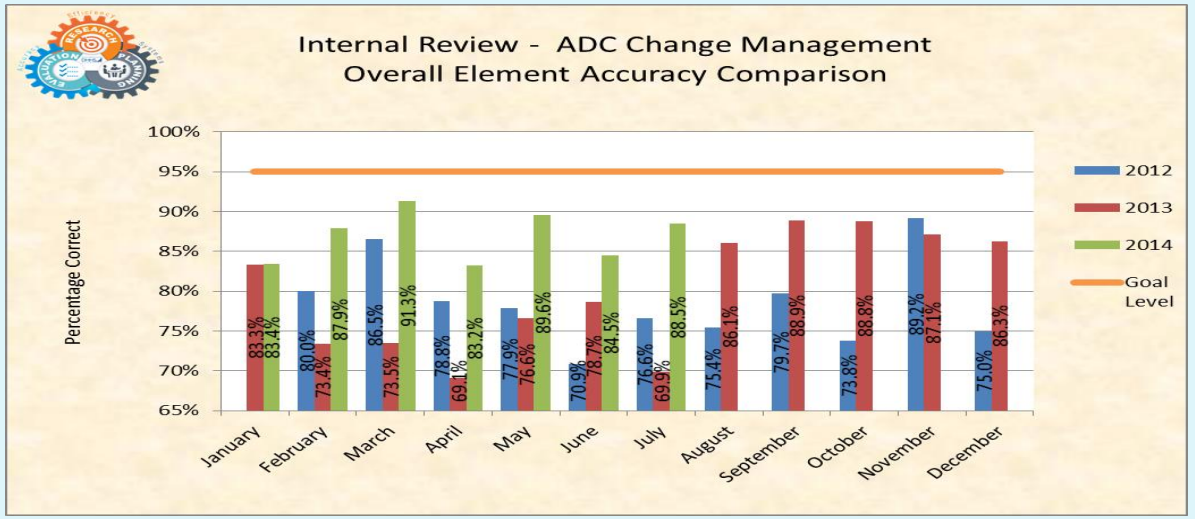
SCR:

1. SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.
2. SCR 14954 for July 13 will add a Death indicator on an SSA record.

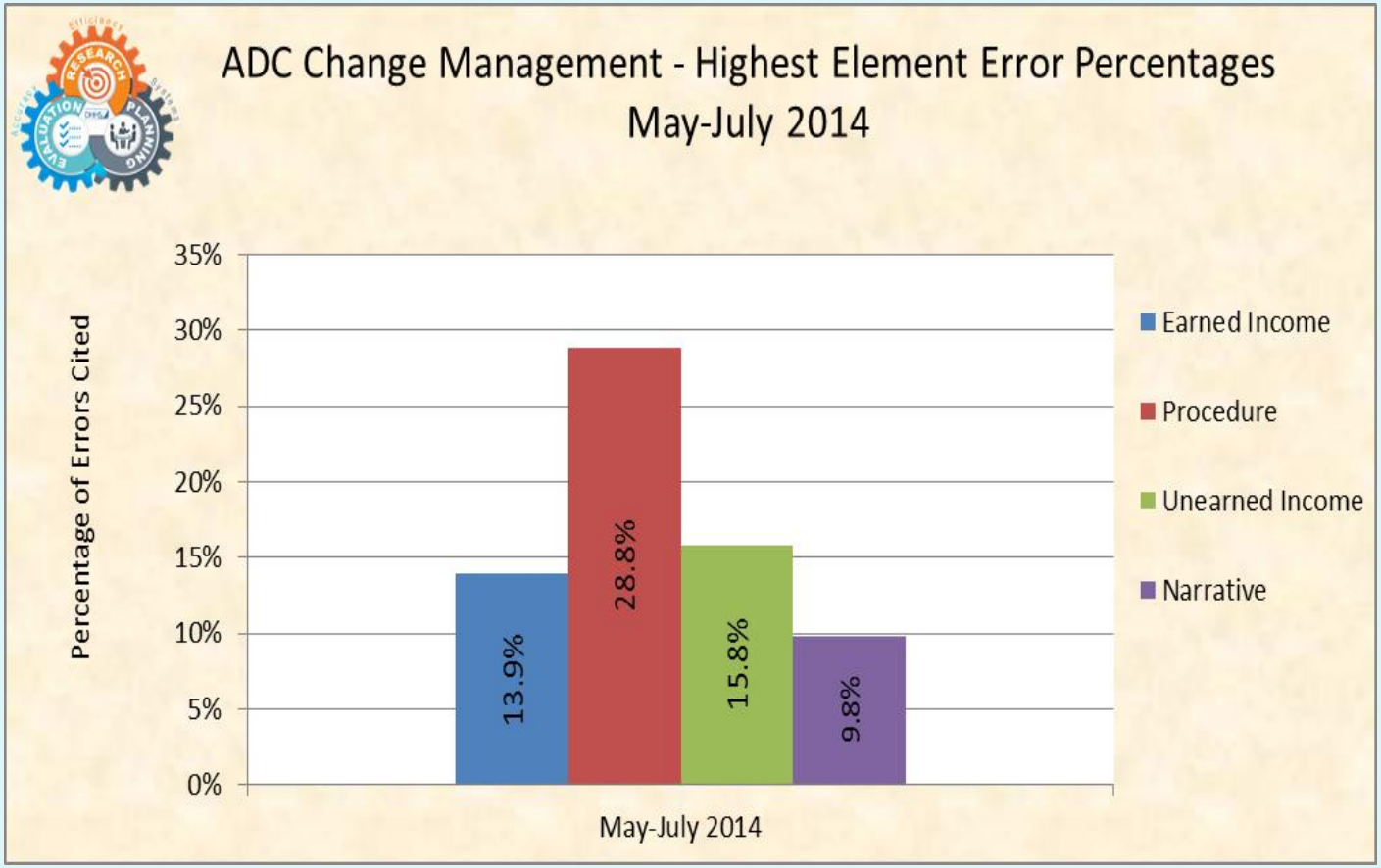
Action Items:

Barriers:

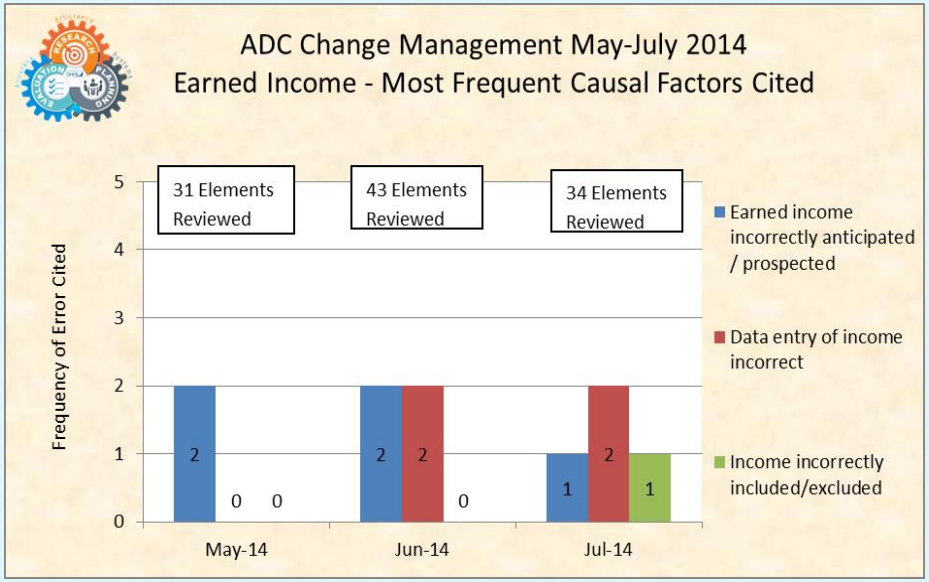


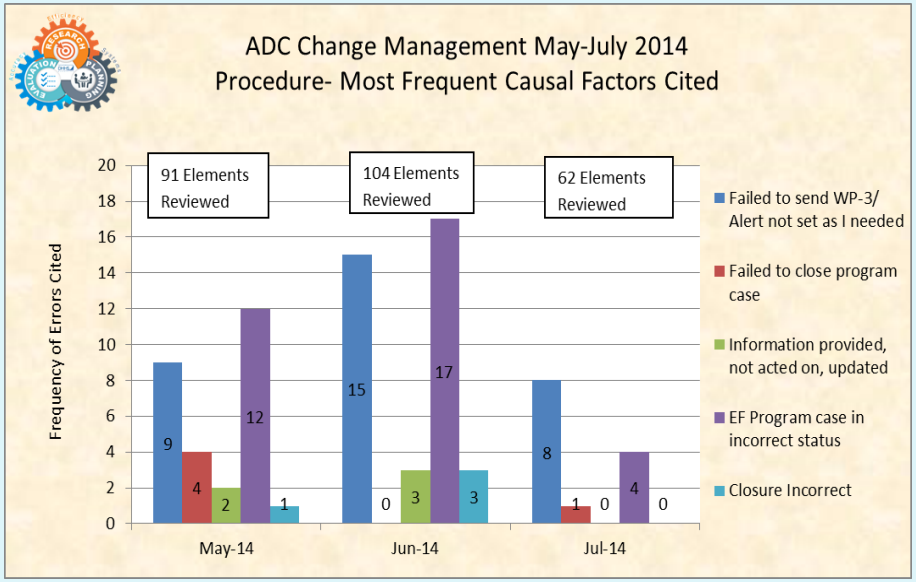


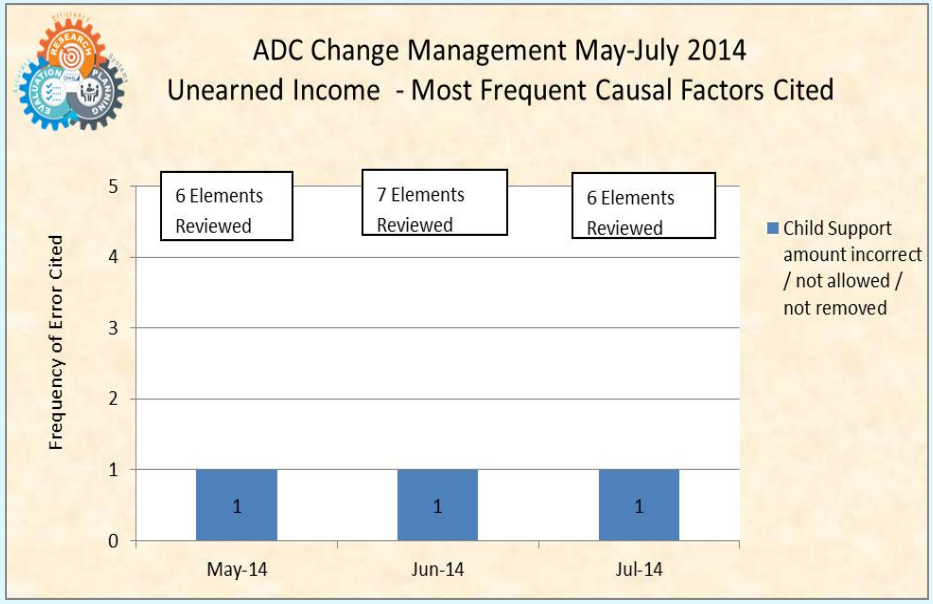
Aid to Dependent Children: Change Management

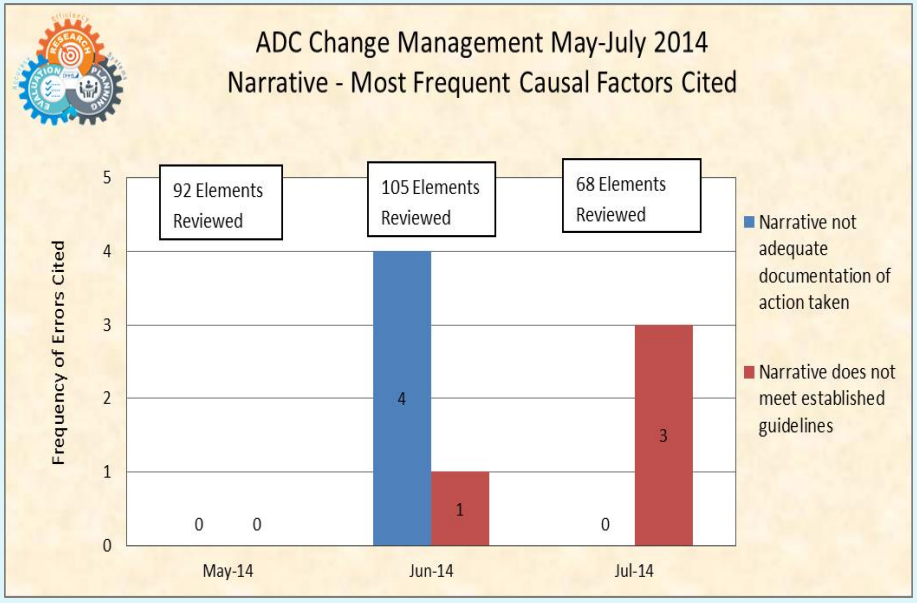


Aid to Dependent Children: Change Management







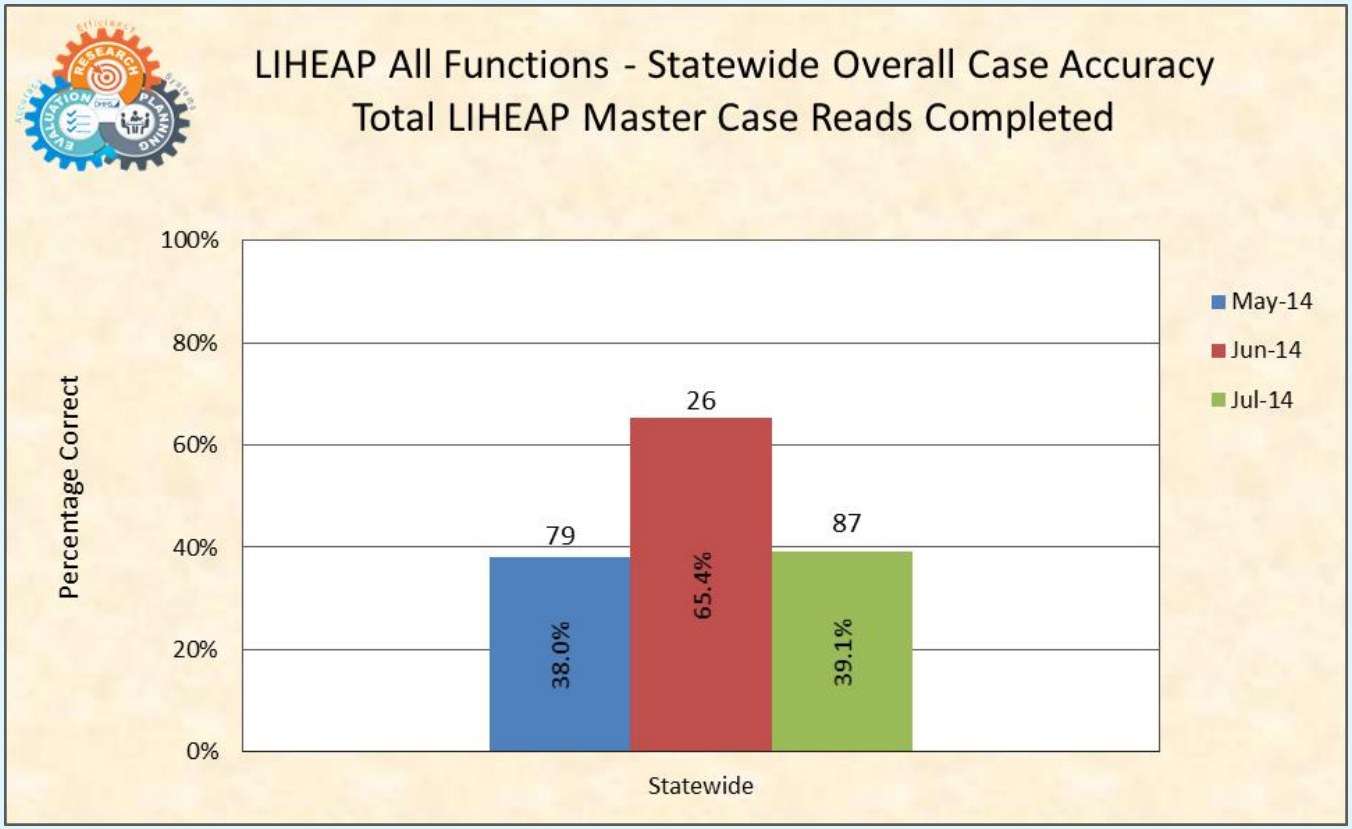


ADC Success Stories

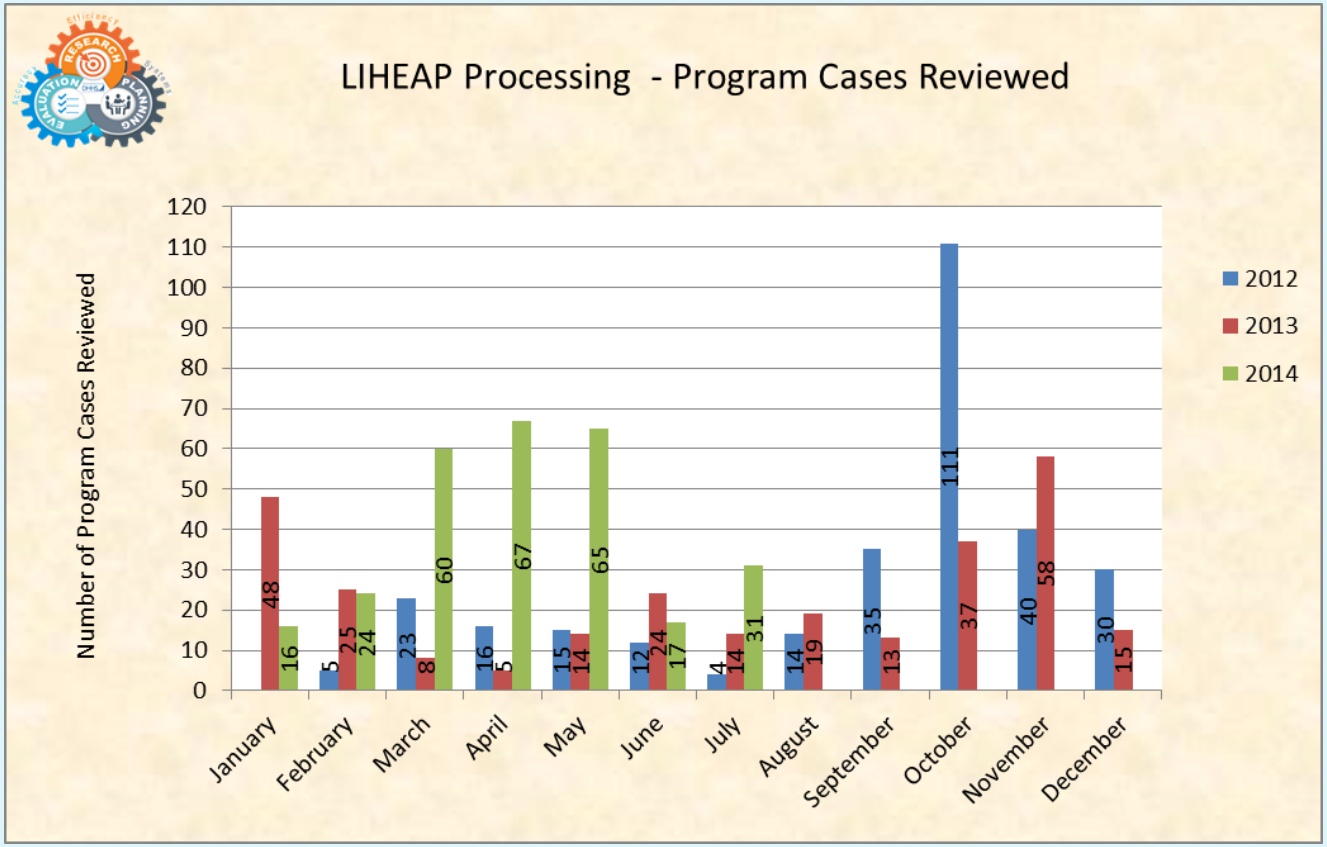
Change Management

1. Procedure: Removed Causal - Alert/WT accepted and cleared but not acted on, last error cited 2/2014
2. Earned Income: Removed Causal – Documentation missing/incomplete to support prospective income, last error cited 4/2014
3. Unearned Income: Removed Causal – Shelter contribution not considered, last error cited 4/2014
4. Unearned Income: Removed Causal – SSA amount incorrect/not budgeted correctly, last error cited 4/2014

Low-Income Home Energy Assistance Program: Accuracy



Low-Income Home Energy Assistance Program Processing Program Case Reads



Low Income Home Energy Assistance Program: Processing

Strengths/Accomplishments:

Captivate Video released:

1. How to Review the CQI Report: 8/4/2014

R.E.P. Released:

1. Crisis Assistance: 7/21/2014
2. Cooling Assistance: 8/11/2014

SCR:

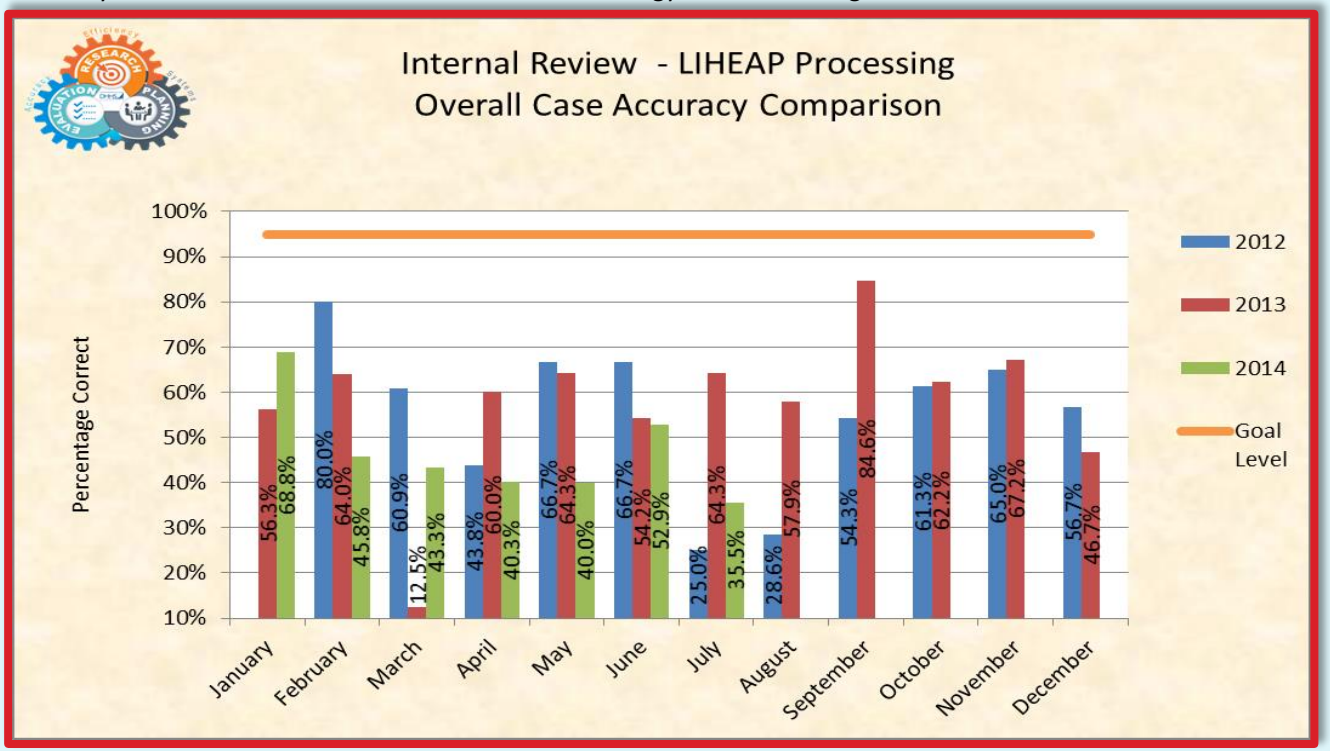
1. SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.
2. SCR 14866 will create a prefilled EA Review/Recert applications.

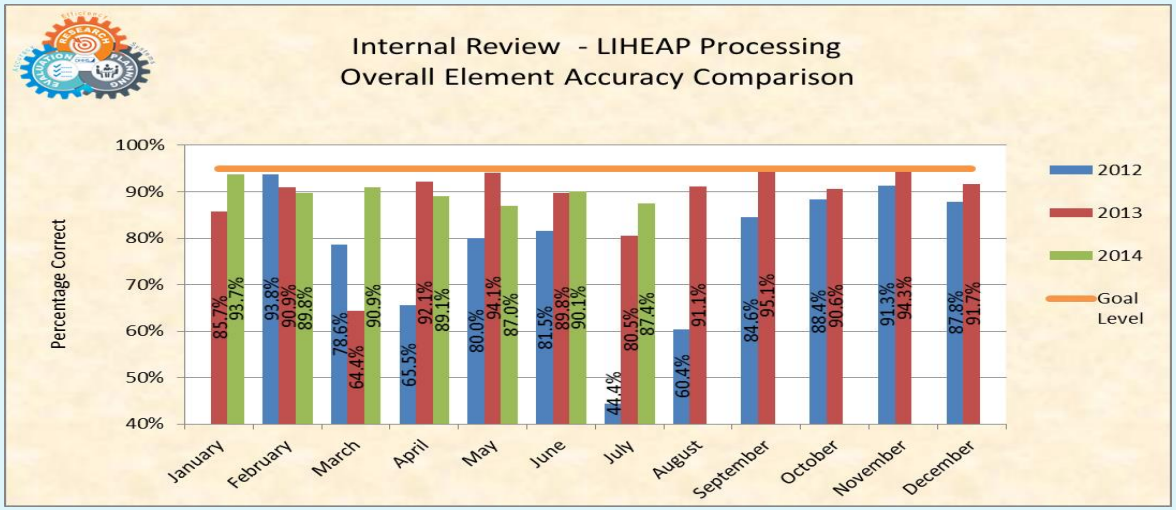
Action Items:

1. SCR 15056 Verif request correspondence will be added to CBI.

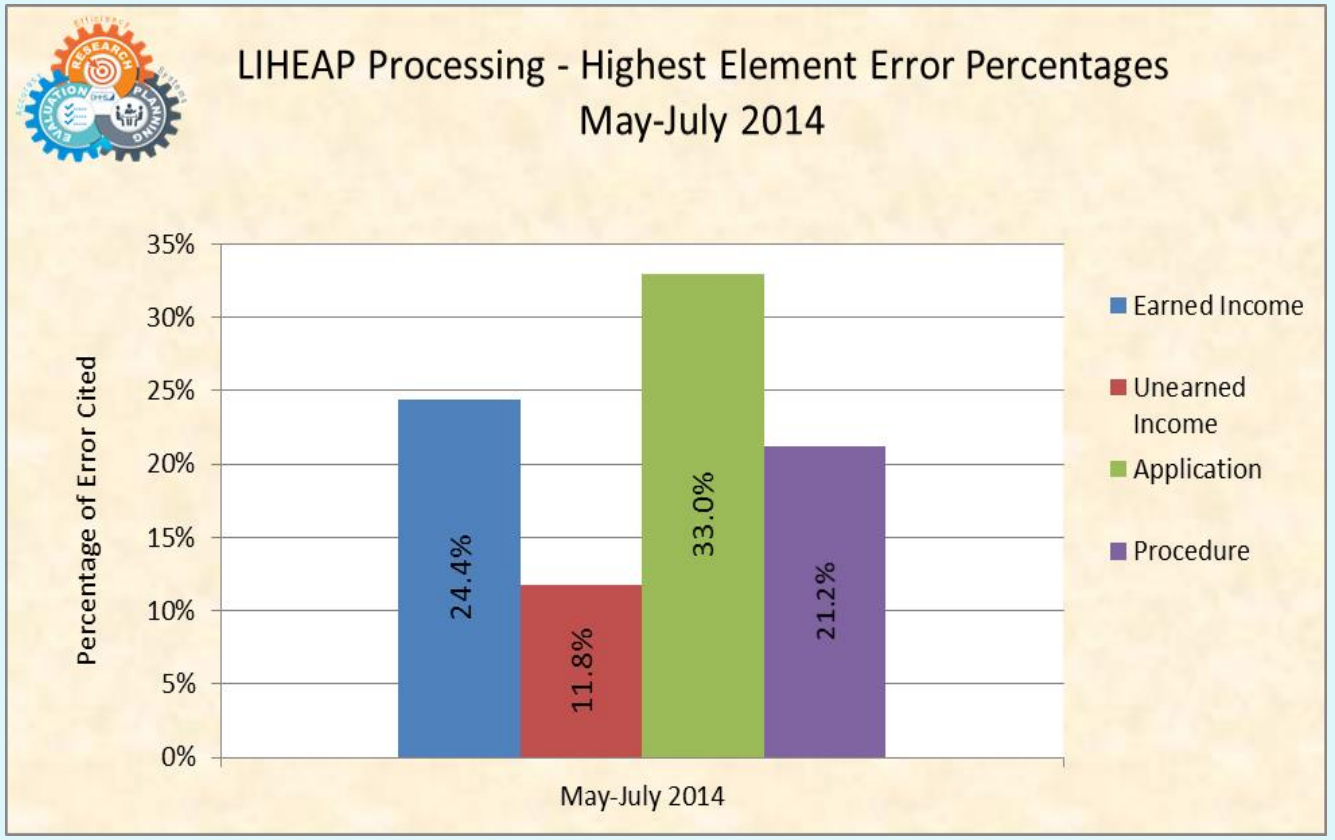
Barriers:

Goal Statement: The Low-Income Home Energy Assistance Program program will move towards the goal of 95% accuracy on actions taken on all Low-Income Home Energy Assistance Program household cases.

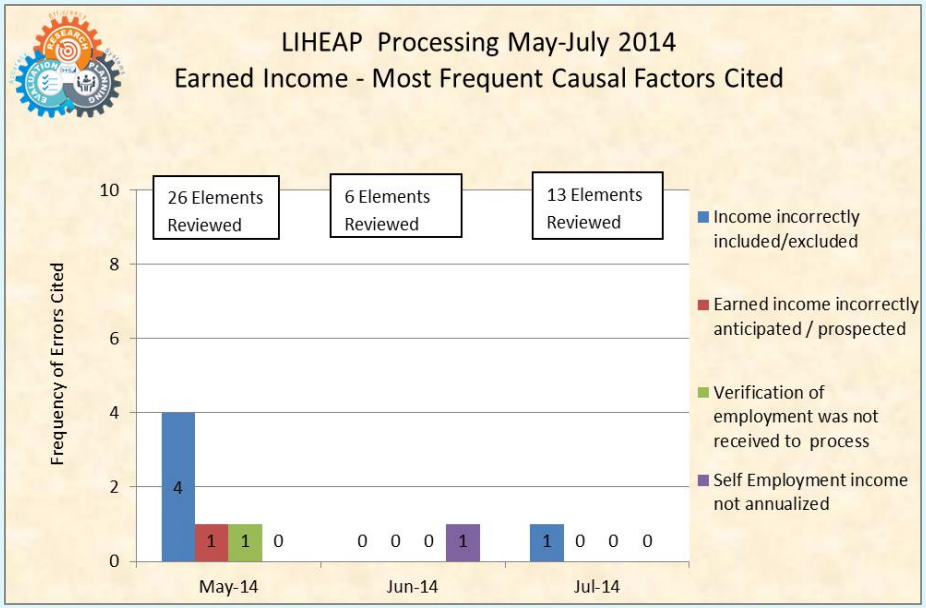


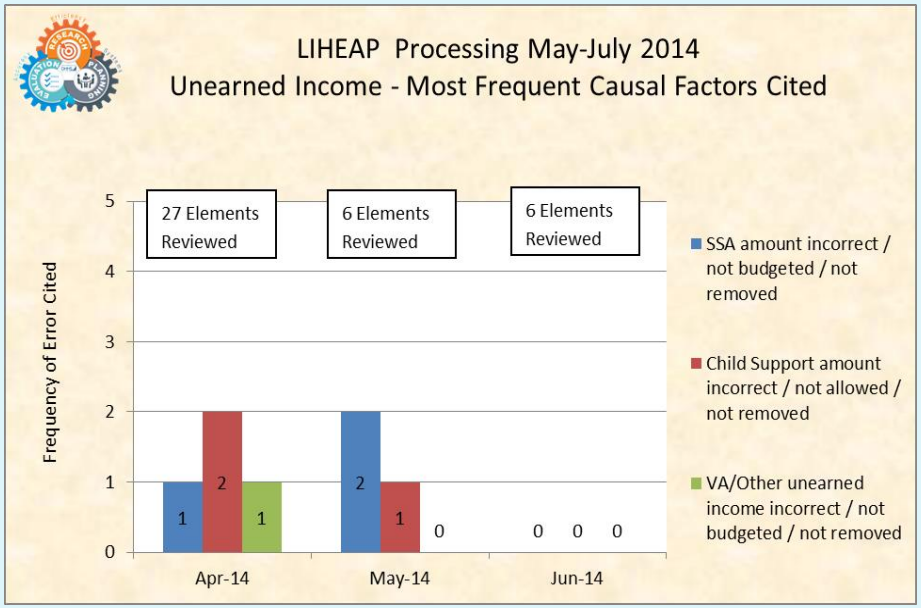


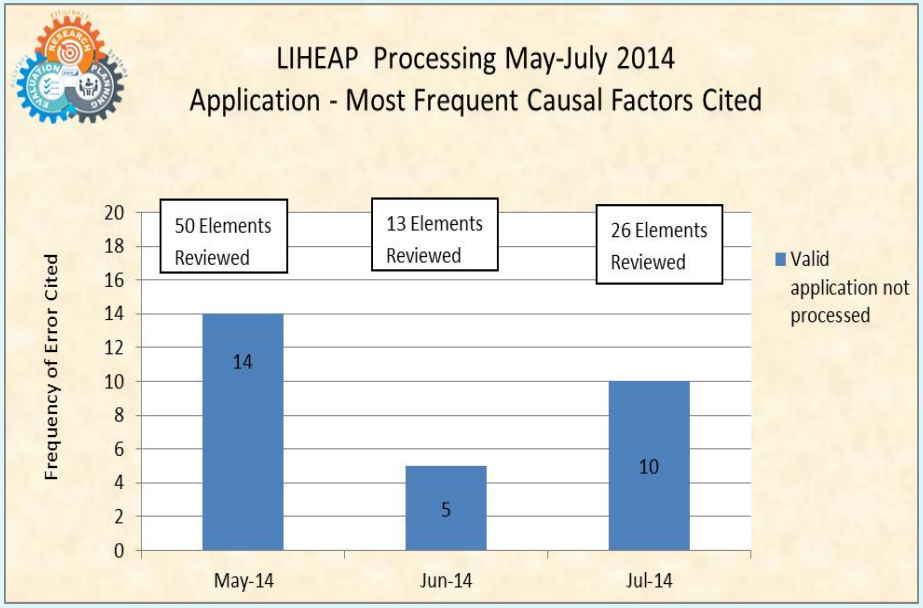
Low Income Home Energy Assistance Program: Processing

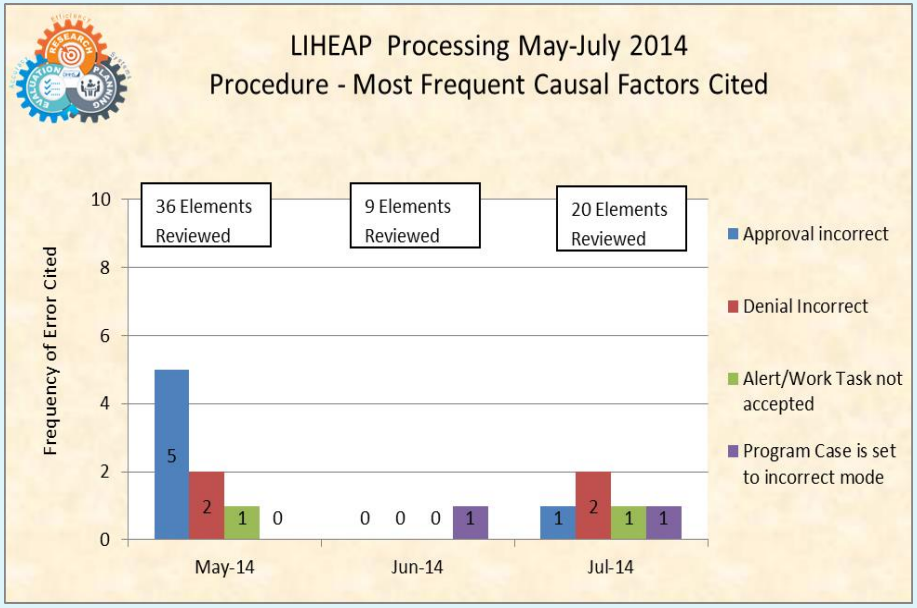


Low-Income Home Energy Assistance Program: Processing

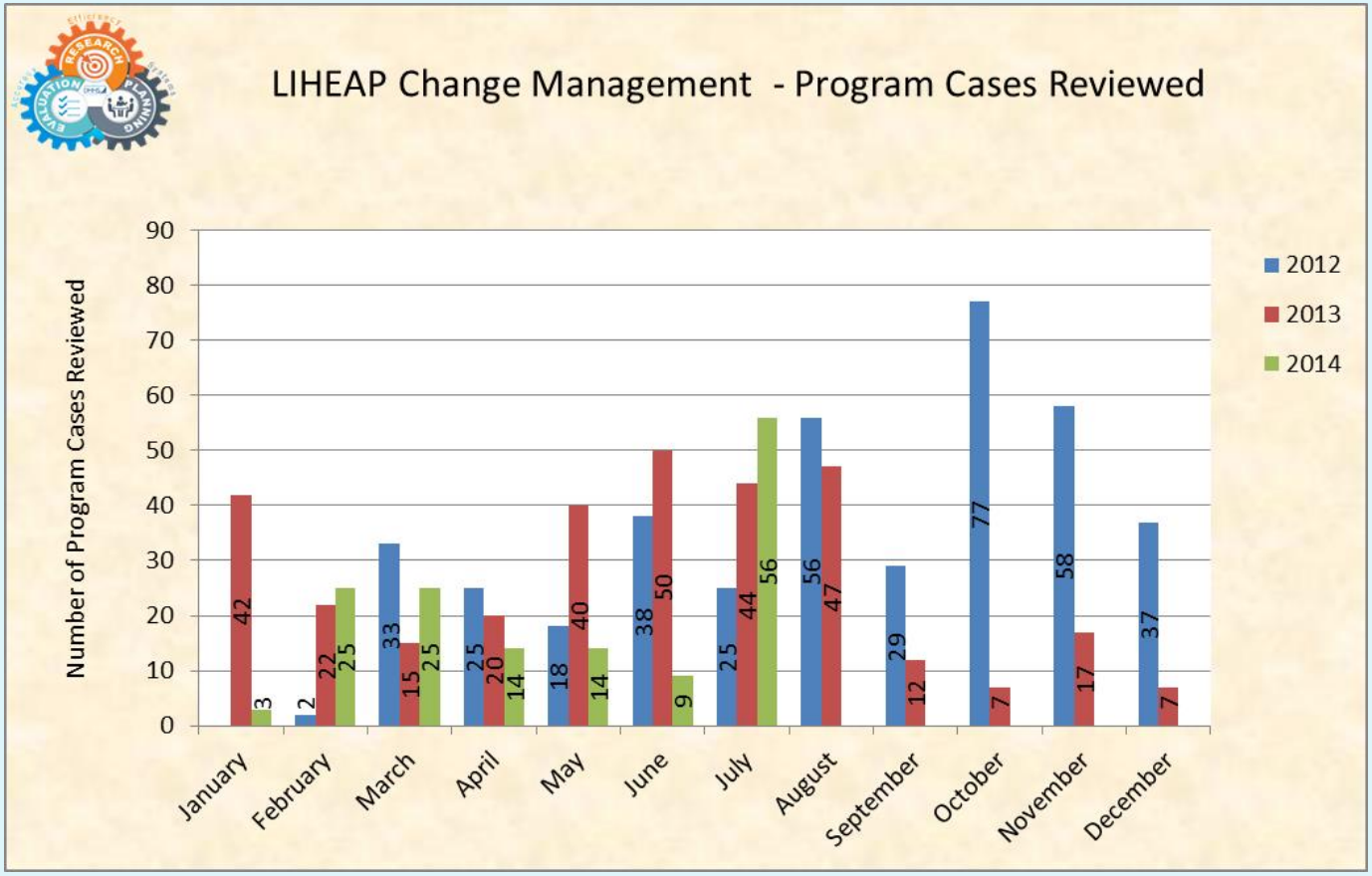








Low-Income Home Energy Assistance Program: Change Management Program Case Reads



Low Income Energy Assistance Program: Change Management

Strengths/Accomplishments:

Captivate Video released:

1. How to Review the CQI Report: 8/4/2014

R.E.P. Released:

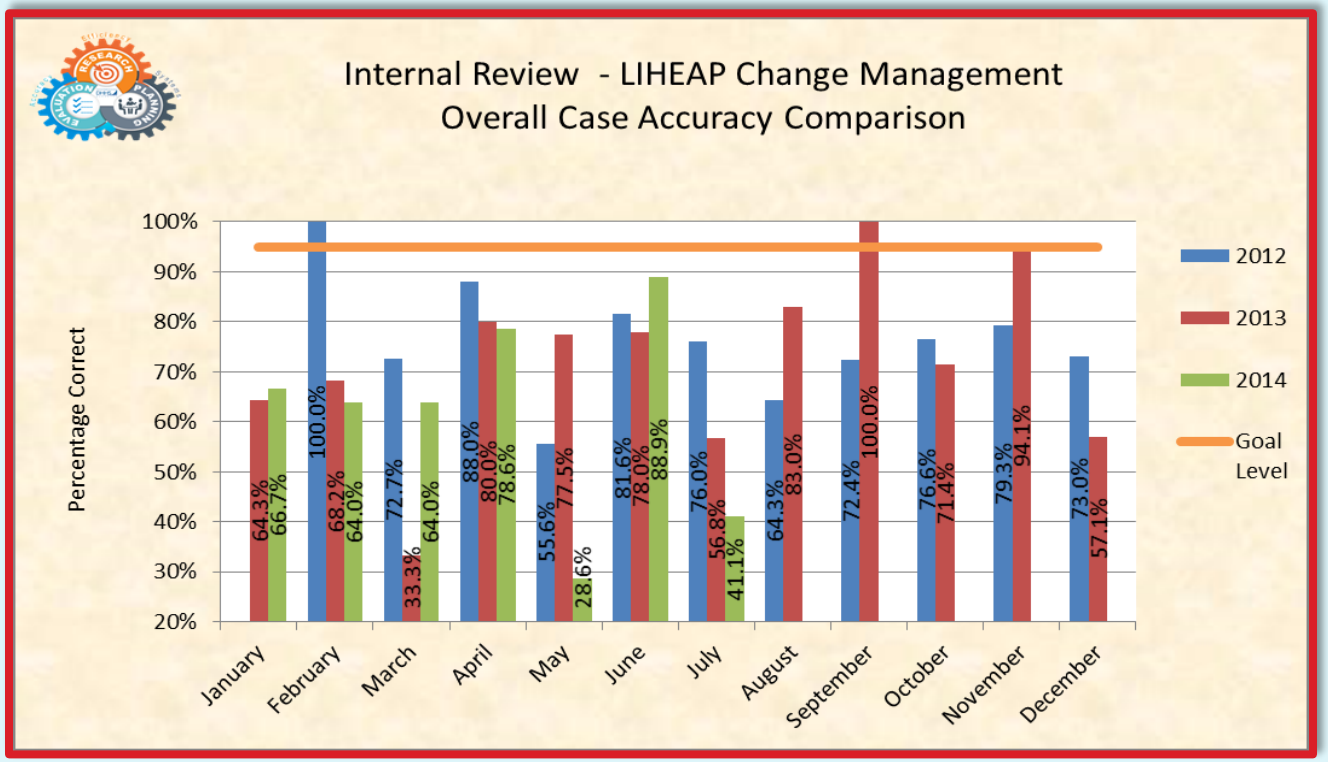
1. Crisis Assistance: 7/21/2014
2. Cooling Assistance: 8/11/2014

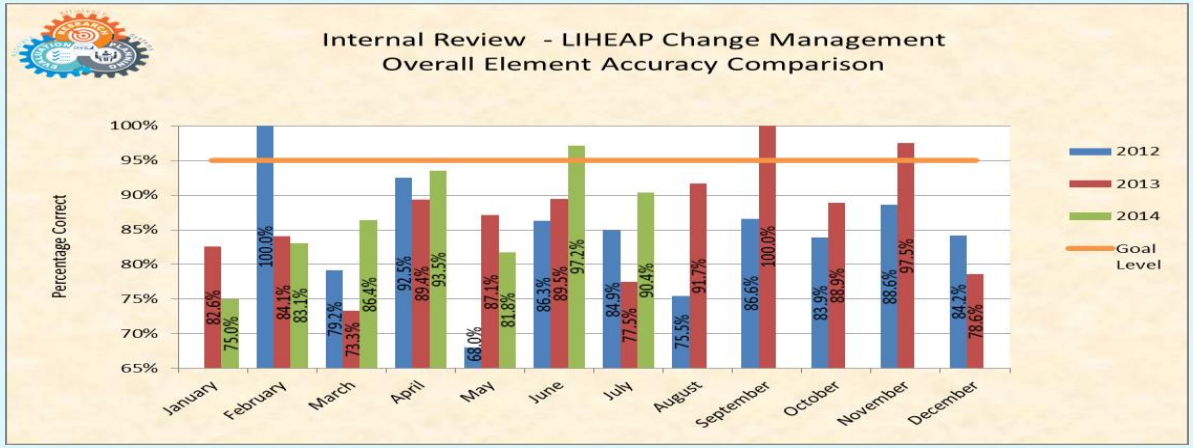
Action Items:

1. SCR 14744 will clean up budgets when crossing energy years.
2. SCR 13195 will add the account number to the benefit summary.
3. SCR 13914 will maintain an provider's history when name is updated.
4. SCR 13533, 14453 and 14744 will clean up various budget related issues.

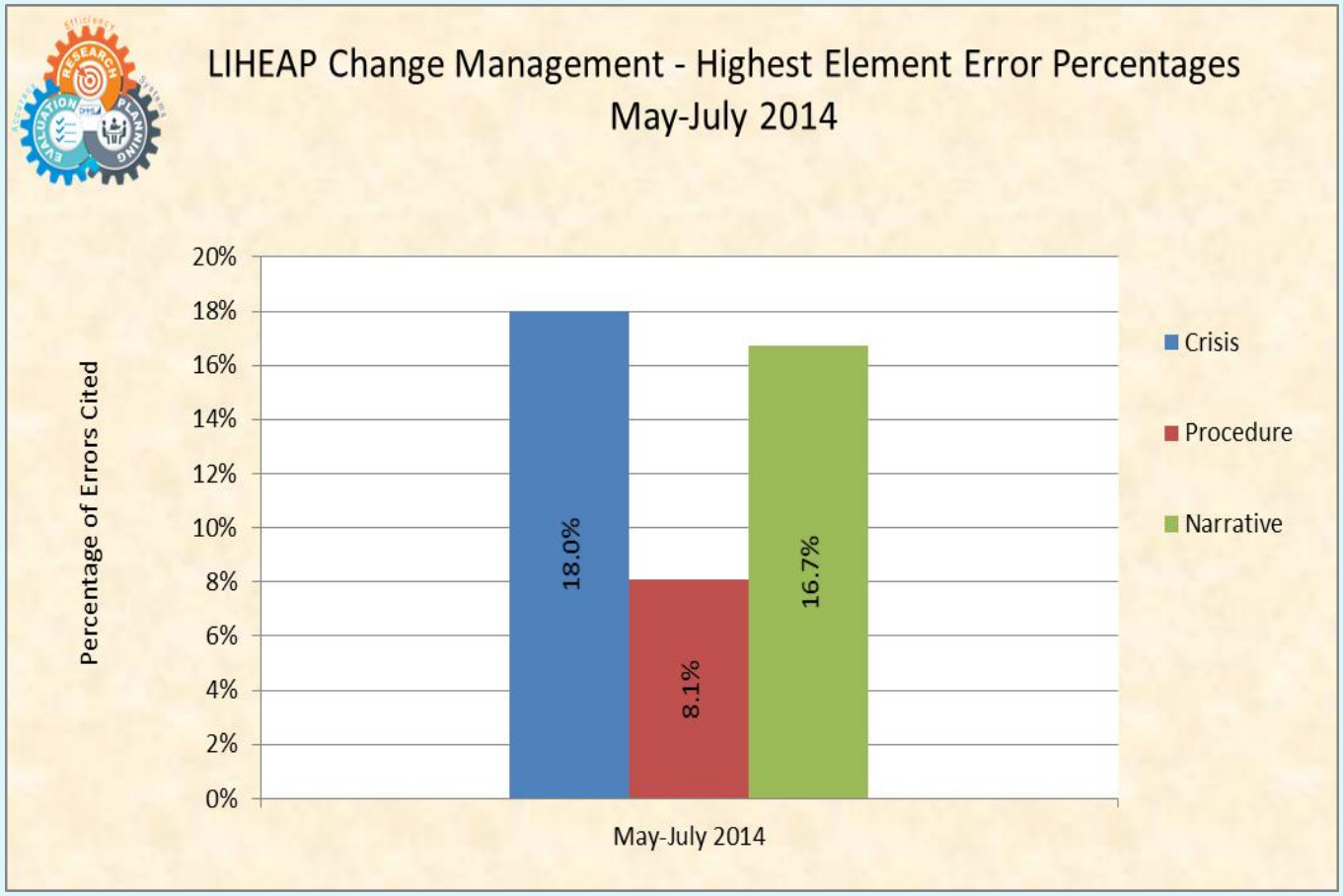
Barriers:

Goal Statement: Goal Statement: The Low-Income Home Energy Assistance Program program will move towards the goal of 95% accuracy on actions taken on all Low-Income Home Energy Assistance Program household cases.

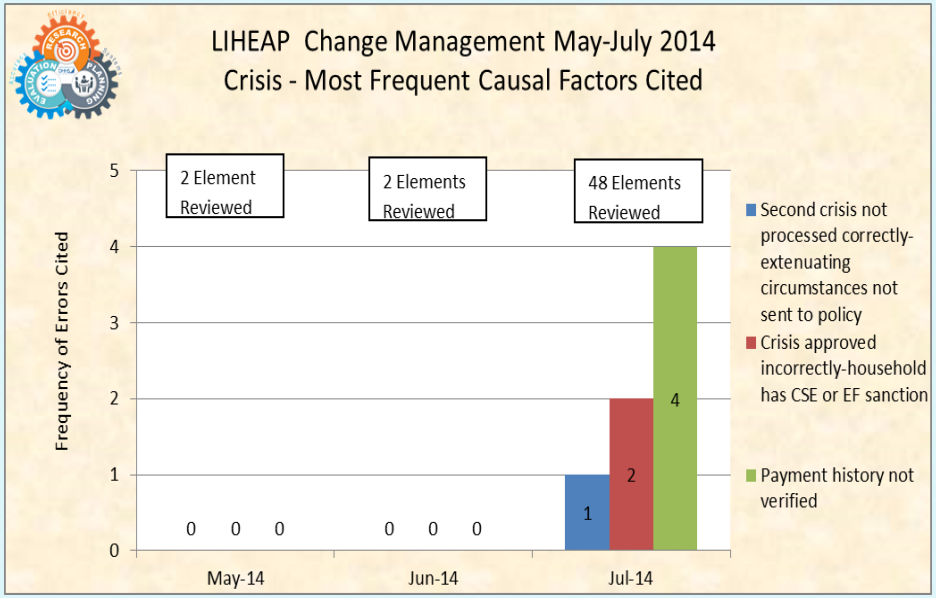


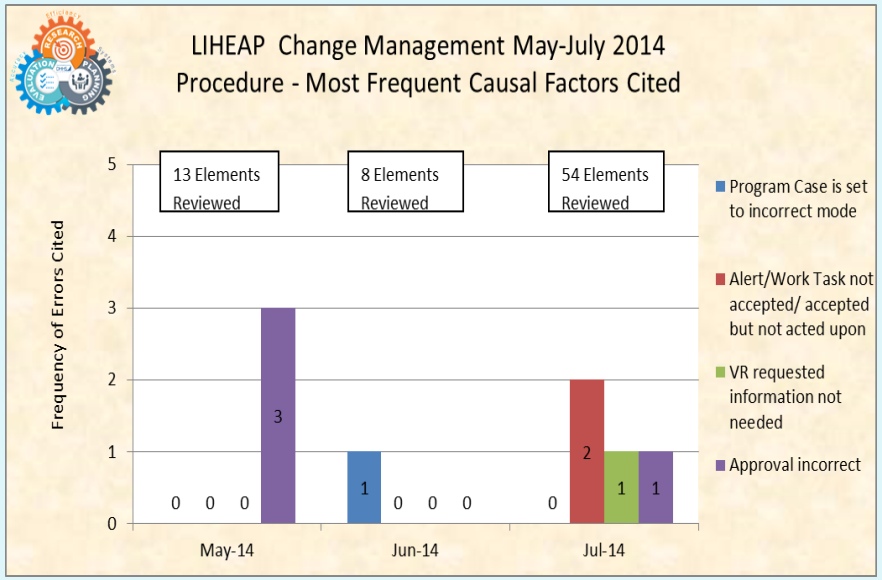


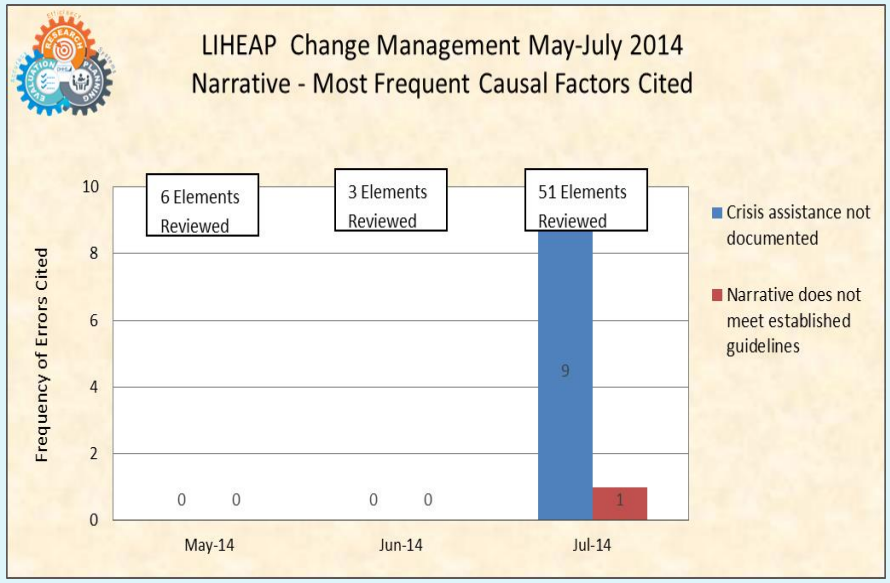
Low-Income Home Energy Assistance Program: Change Management



Low-Income Home Energy Assistance Program: Change Management







LIHEAP Success Stories

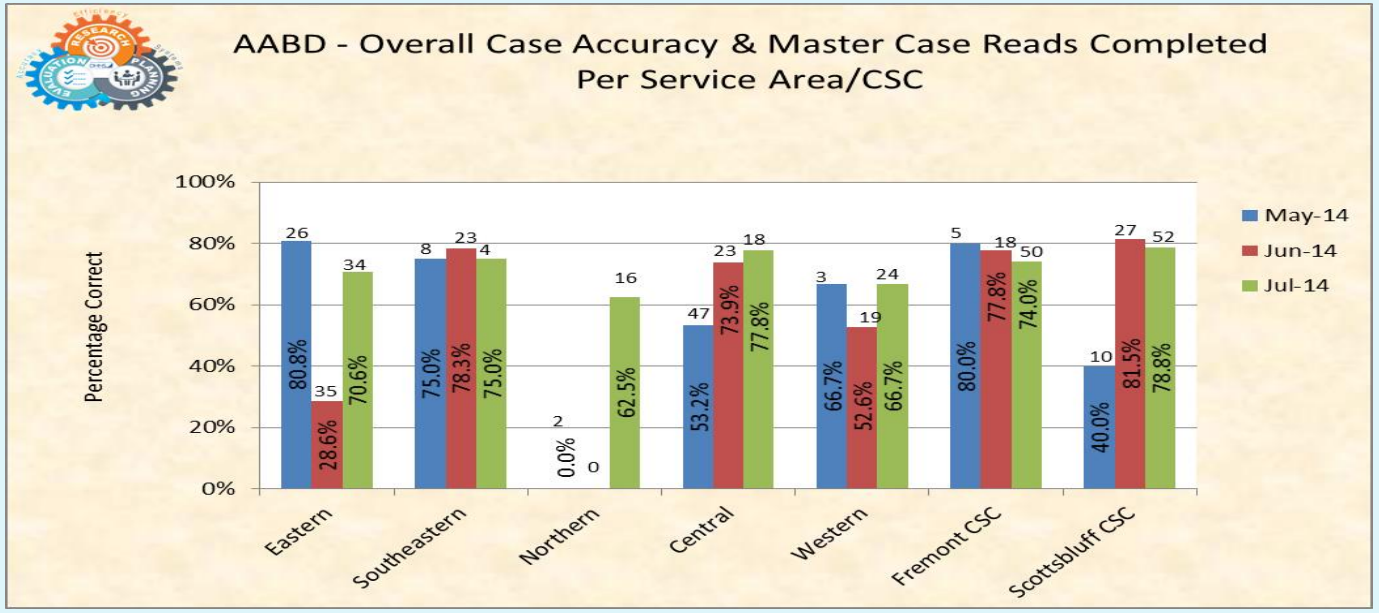
Processing

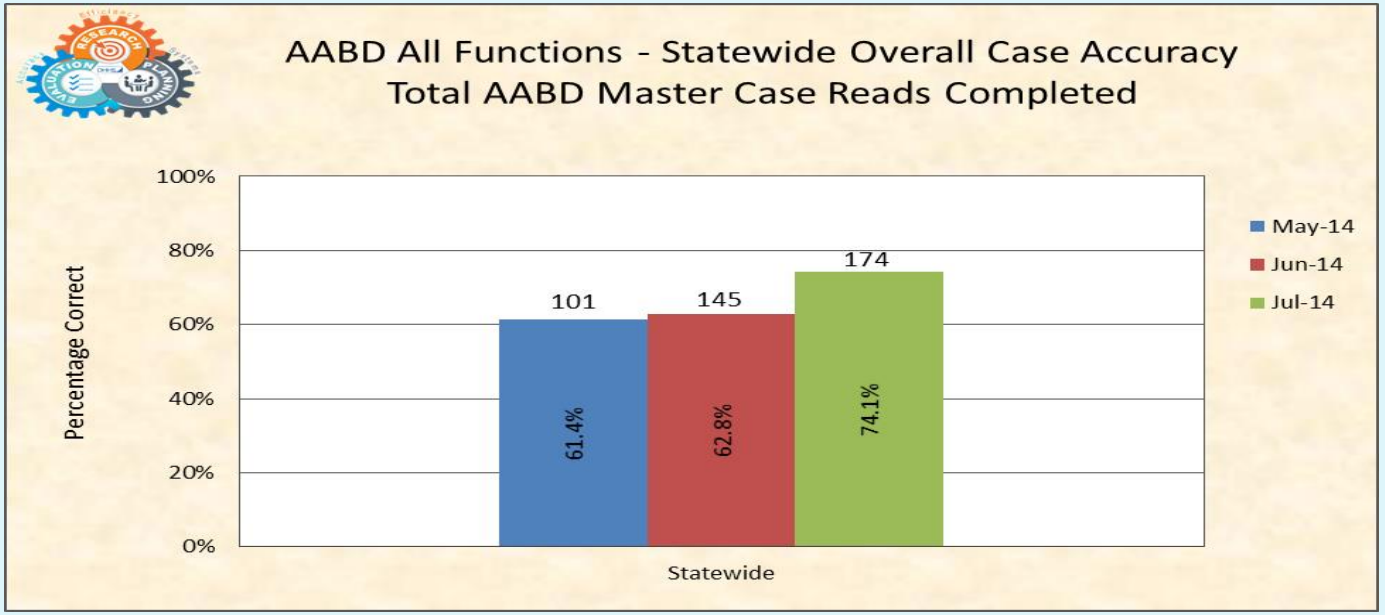
1. Unearned Income: Removed Causal – IUC not requested/requested incorrectly, last error cited 3/2014

Change Management

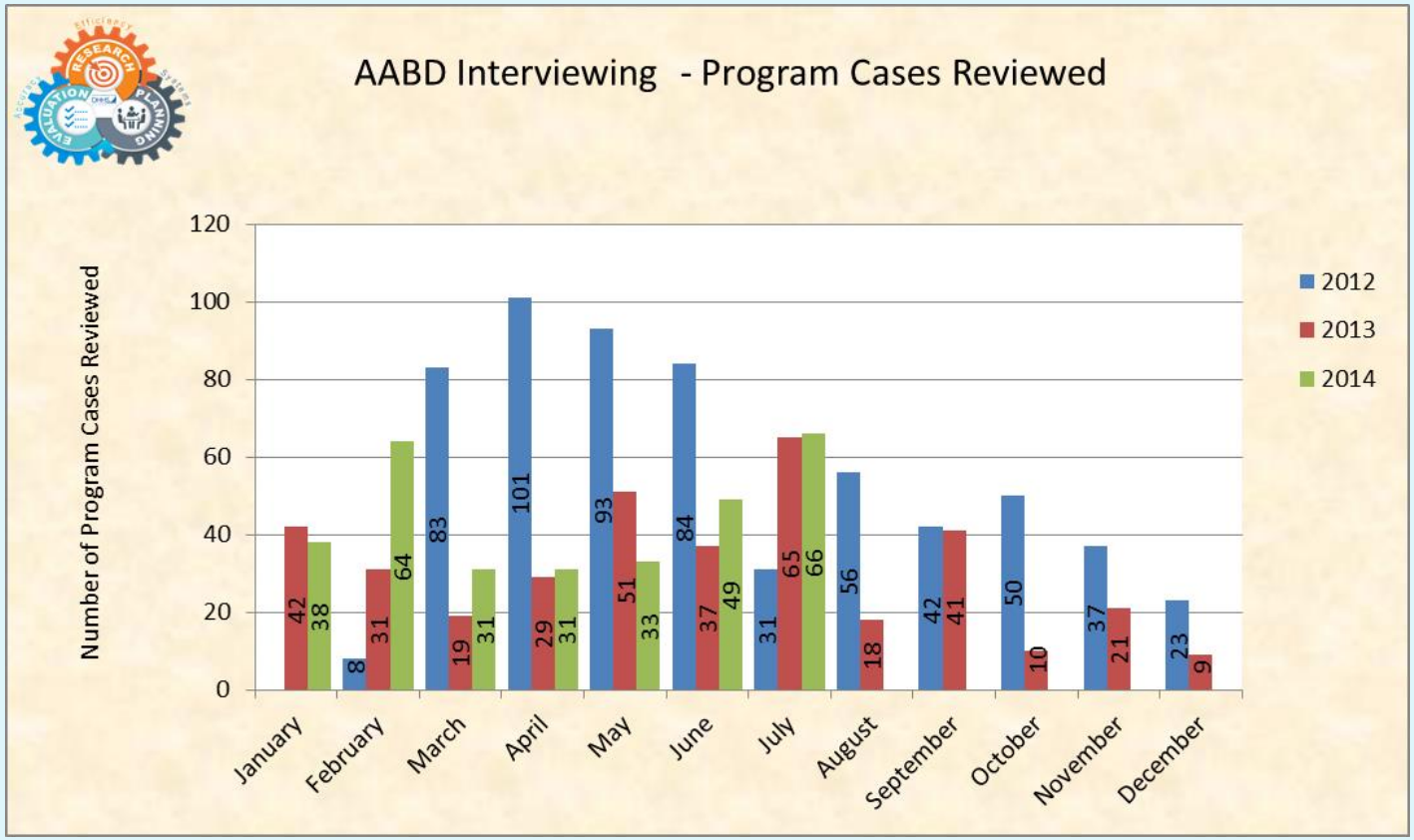
1. Procedure: Removed Causal – Denial Incorrect, last error cited 4/2014

Assistance to the Aged, Blind, or Disabled Payment Accuracy





Assistance to the Aged, Blind, or Disabled Payment: Interviewing Case Reads



Assistance to the Aged, Blind, or Disabled Payment: Interviewing

Strengths/Accomplishments:

Captivate Video released:

1. How the Review the CQI Report: 8/4/2014

SCR:

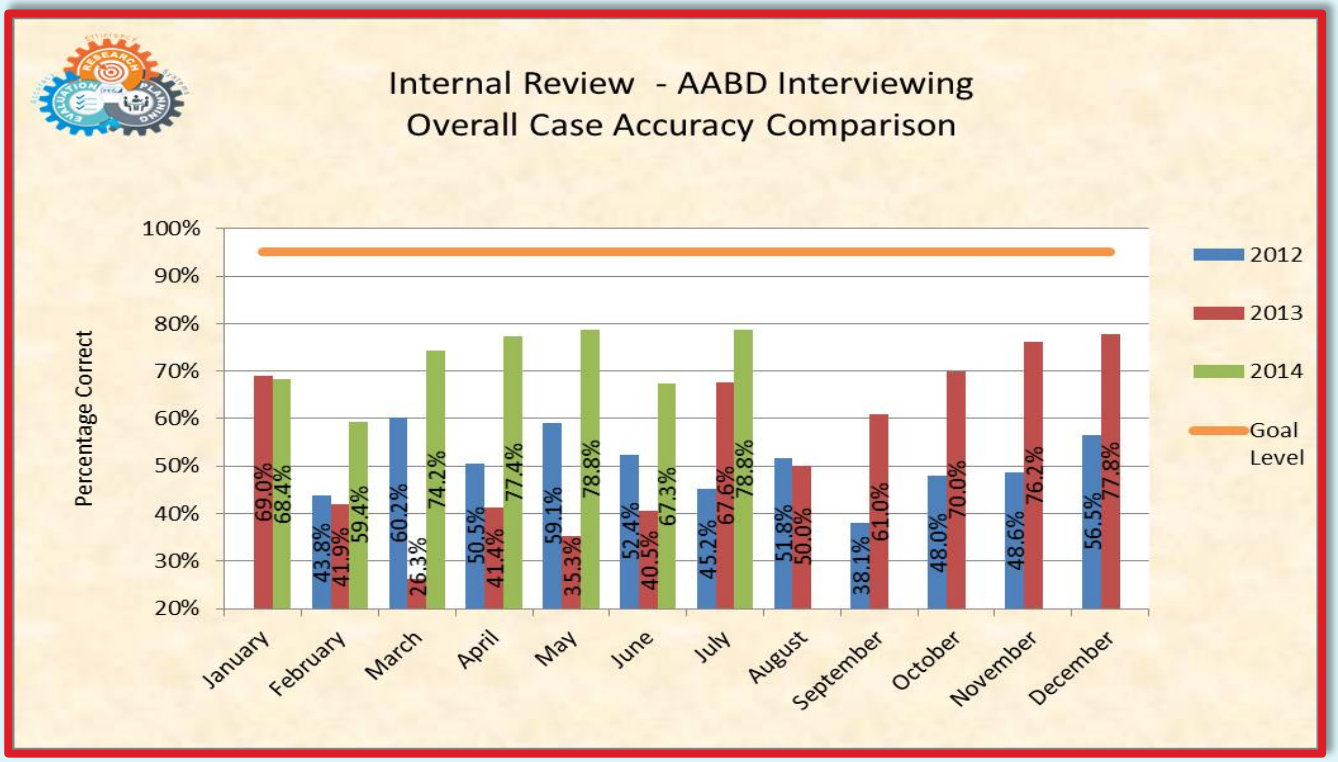
1. SCR 14866 will create a prefilled EA Review/Recert applications.

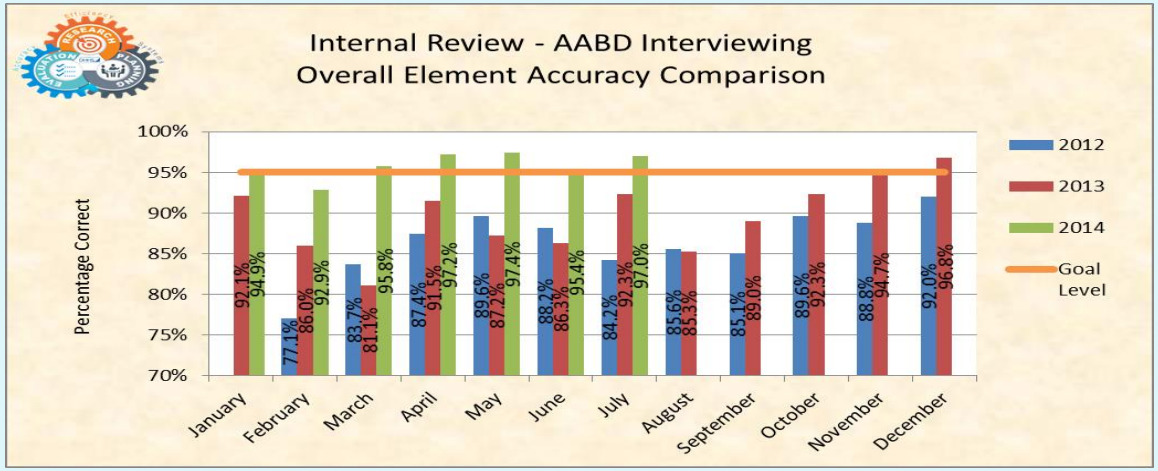
Action Items:

1. SCR 15056 Verif request correspondence will be added to CBI.
2. SCR 15370 will fix a bug with rescheduling interviews.

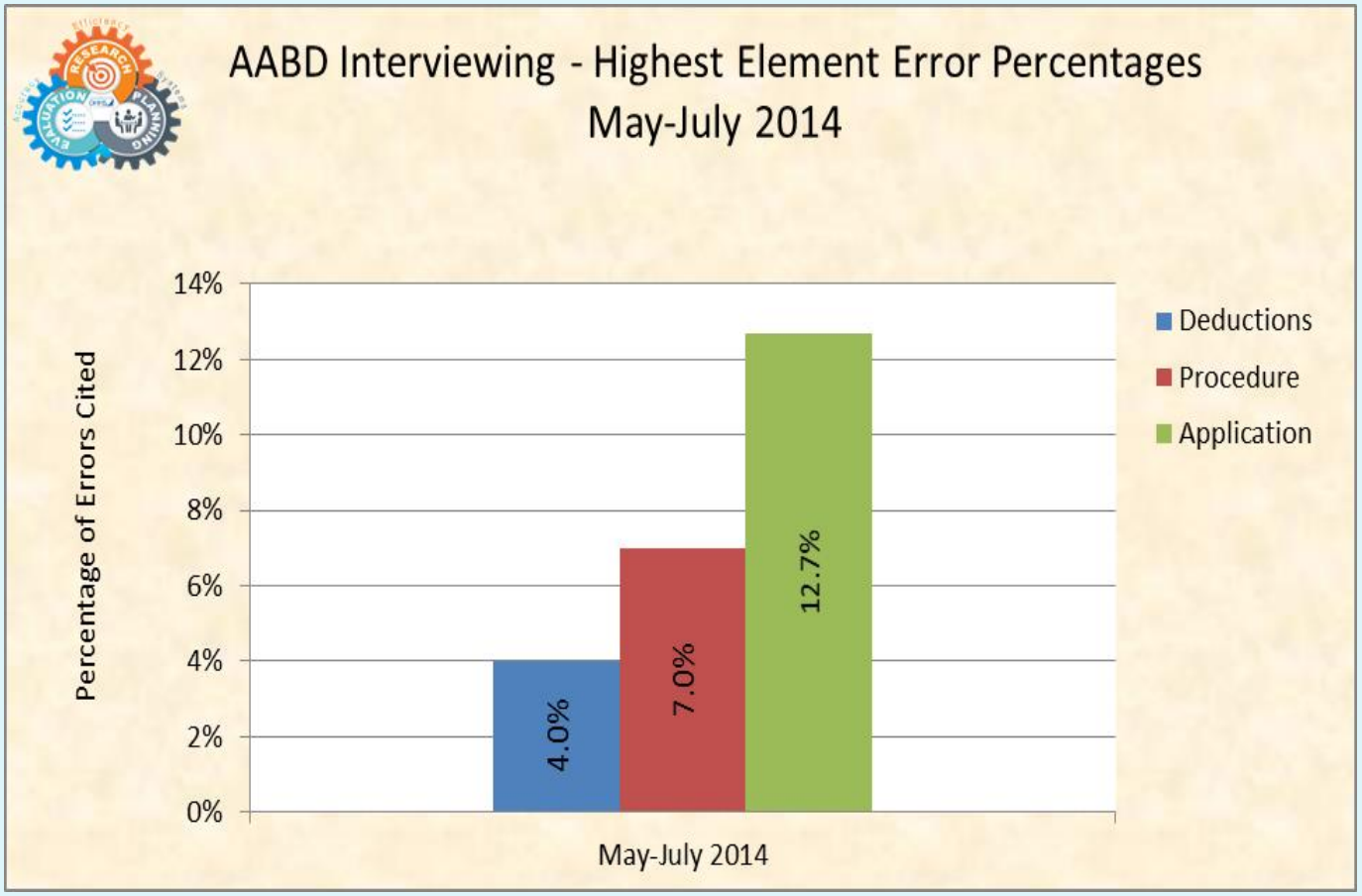
Barriers:

Goal Statement: The Aid to the Aged, Blind and Disabled Payment program will move towards the goal of 95% accuracy on actions taken on all Assistance to the Aged, Blind, or Disabled Payment Payment household cases.

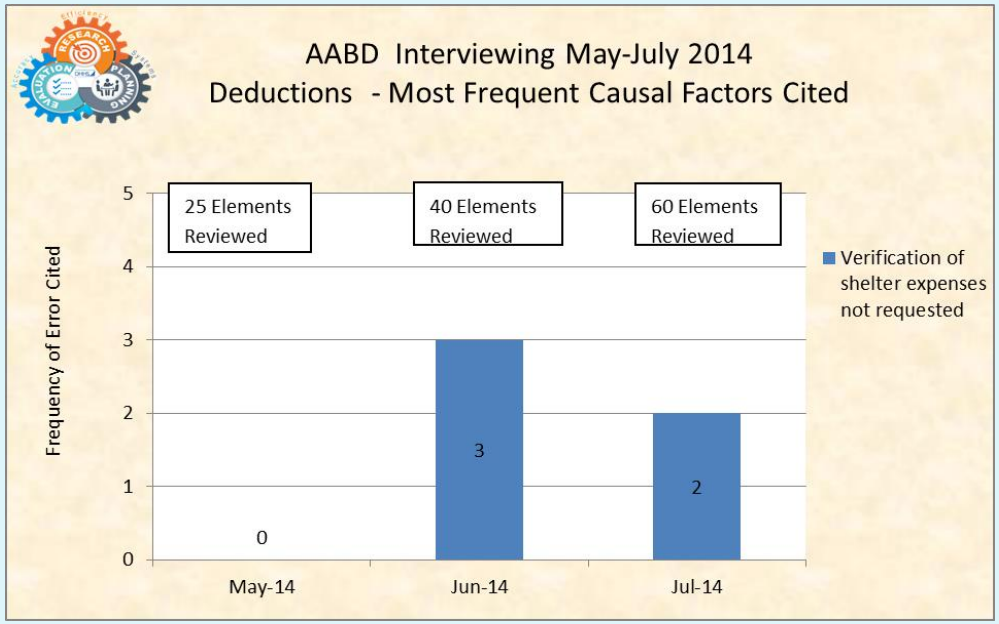


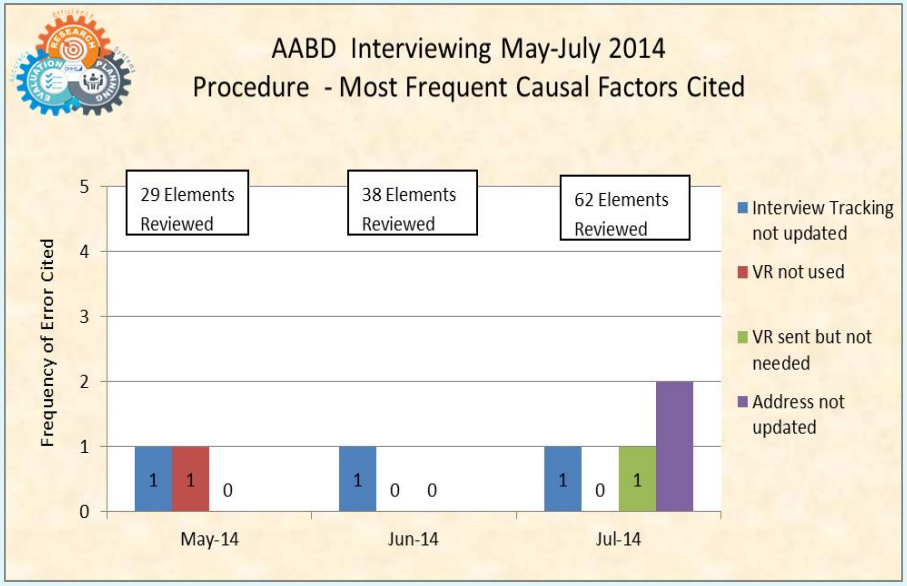


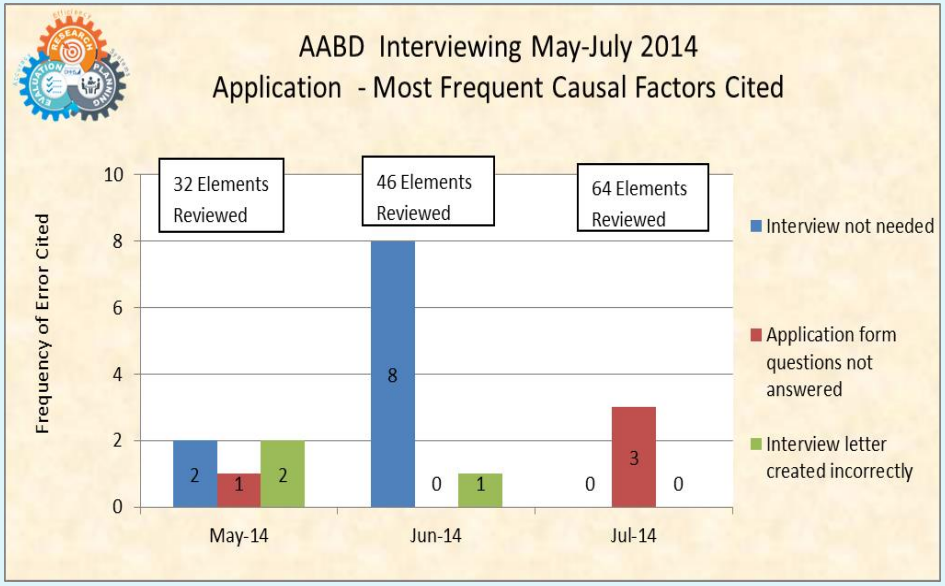
Assistance to the Aged, Blind, or Disabled Payment: Interviewing



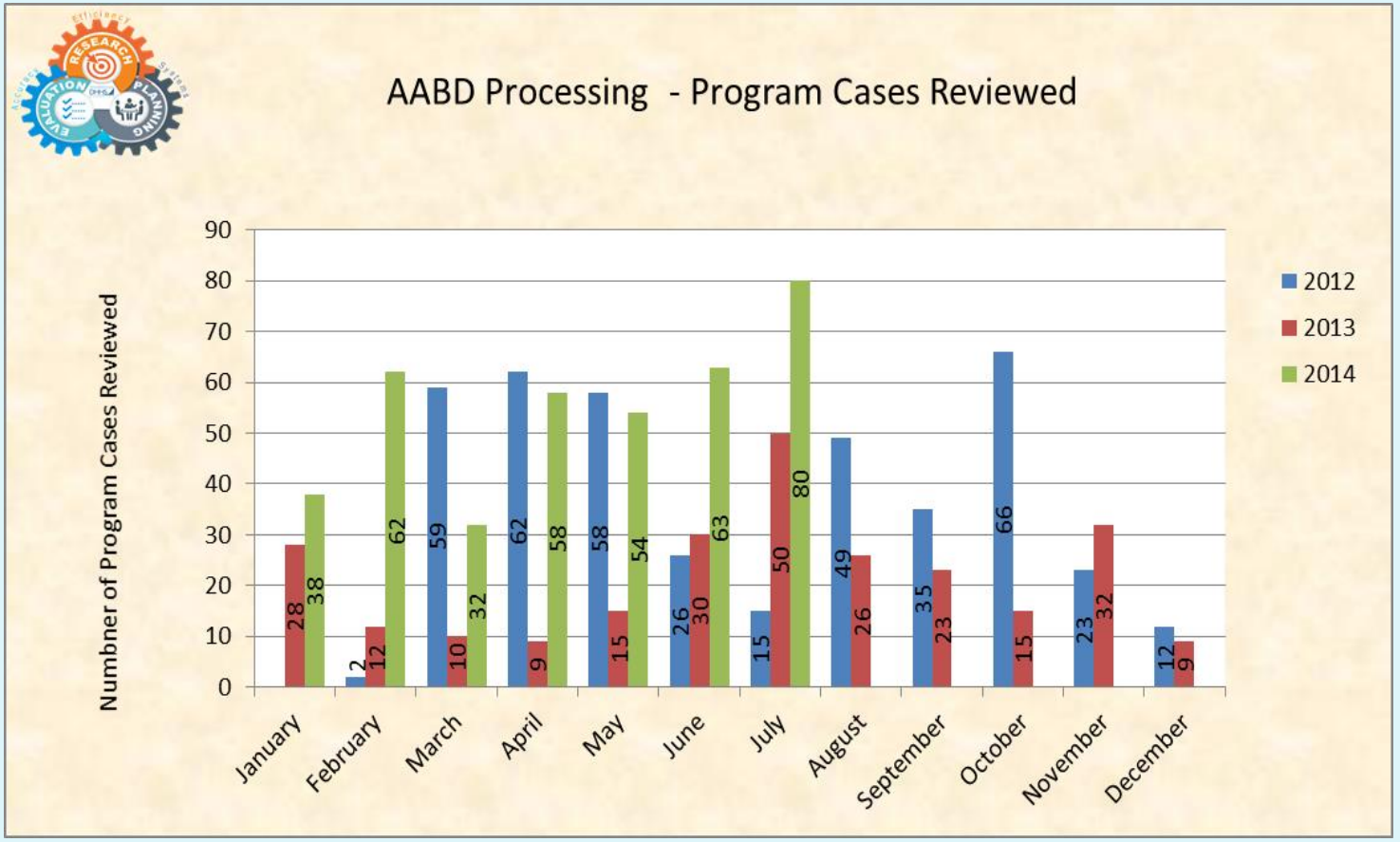
Assistance to the Aged, Blind, or Disabled Payment: Interviewing







Assistance to the Aged, Blind, or Disabled Payment: Processing Program Case Reads



Assistance to the Aged, Blind, or Disabled Payment: Processing

Goal Statement: The Aid to the Aged, Blind and Disabled Payment program will move towards the goal of 95% accuracy on actions taken on all Assistance to the Aged, Blind, or Disabled Payment Payment household cases.

Strengths/Accomplishments:

Captivate Video released:

1. How to Review the CQI Report: 8/4/2014

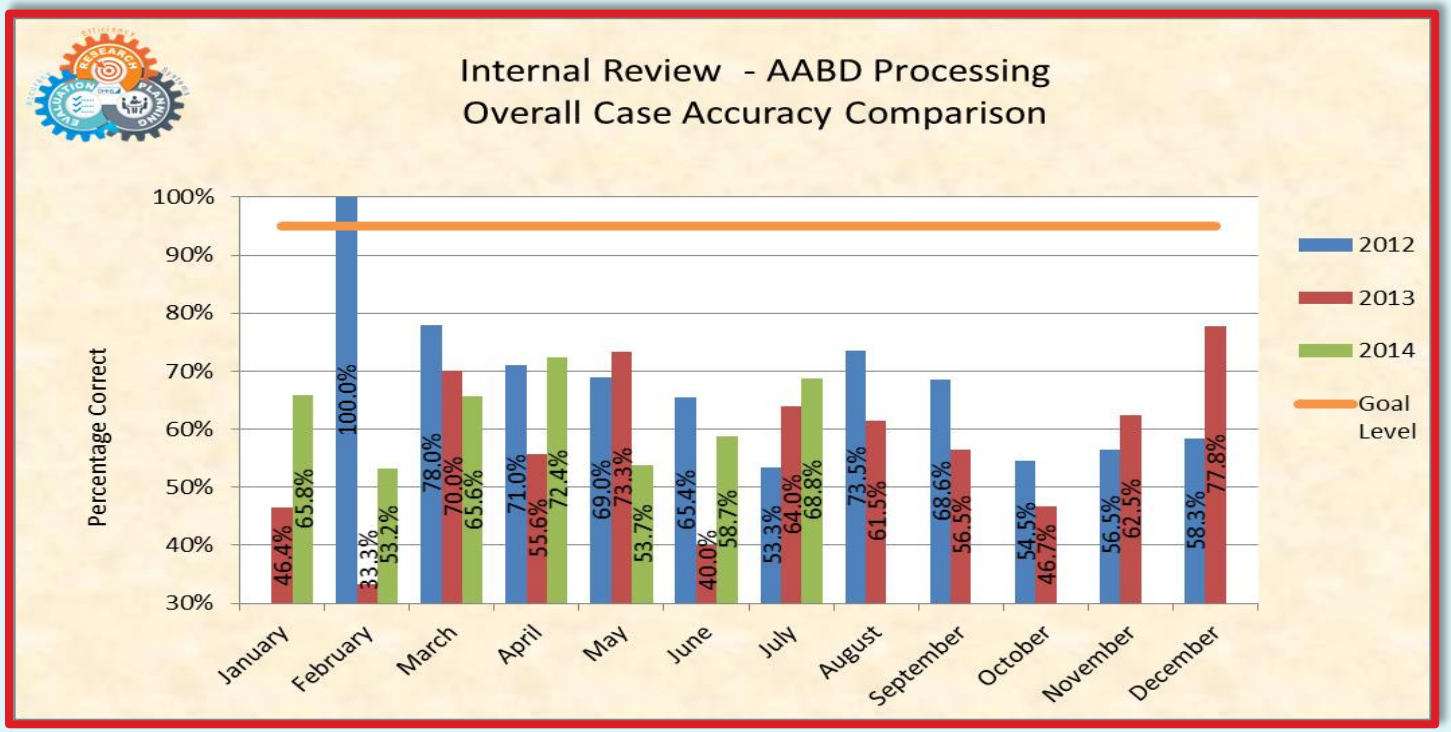
SCR:

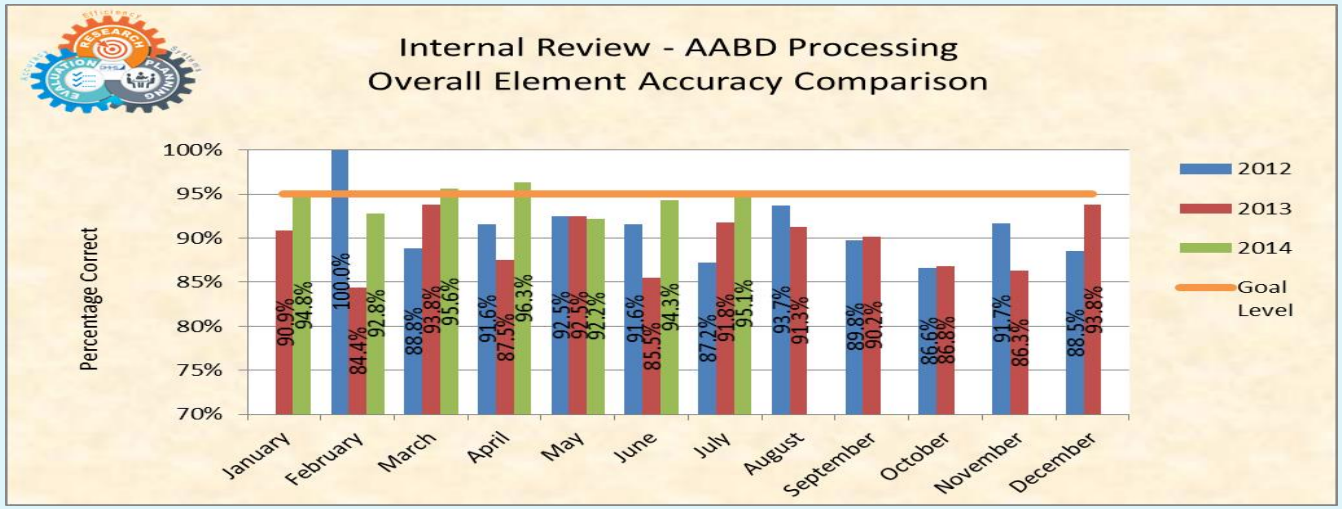
1. SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.
2. SCR 14866 will create a prefilled EA Review/Recert applications.

Action Items:

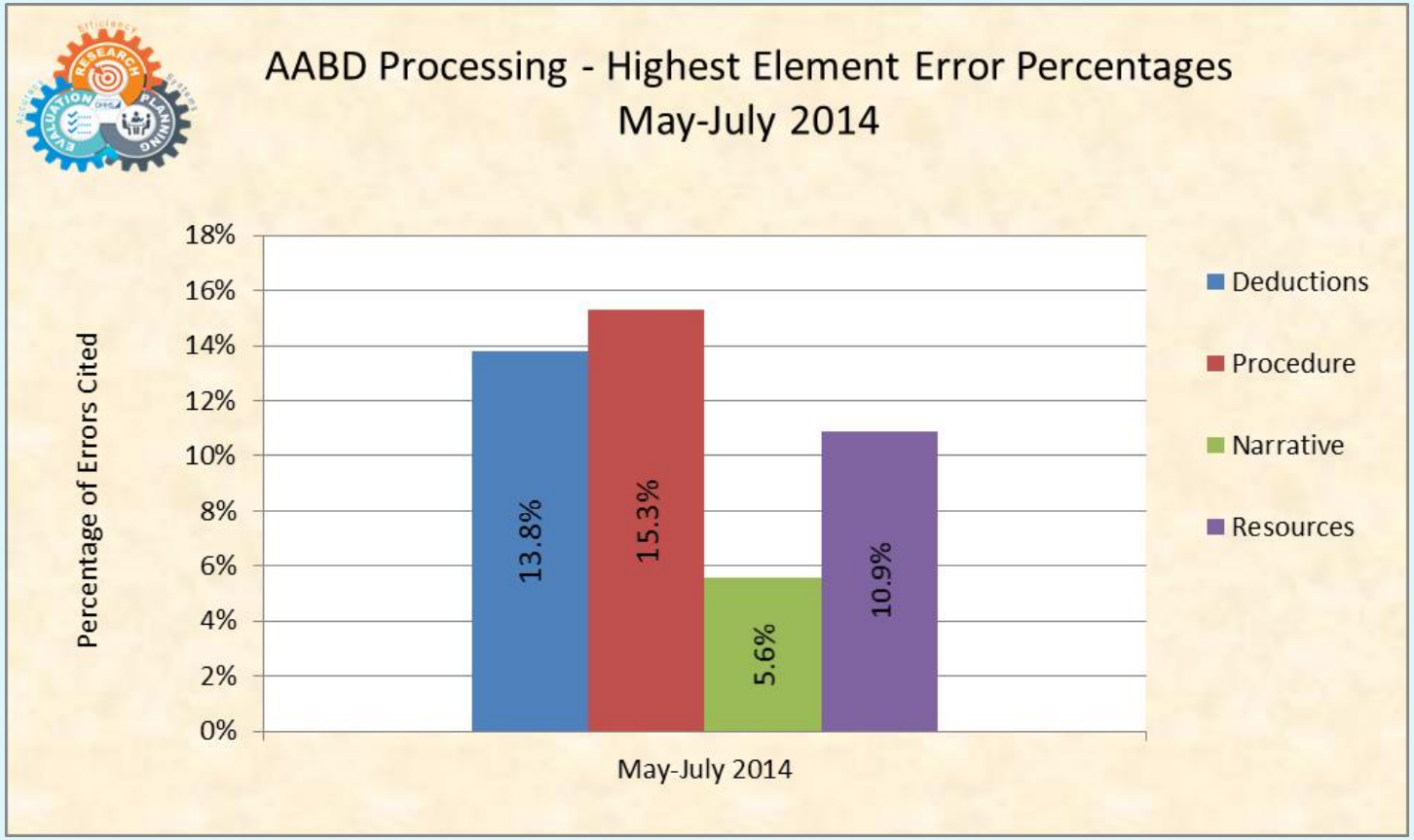
1. SCR 15056 Verif request correspondence will be added to CBI.
2. SCR 15067 will correct deeming logic for payment only cases.

Barriers:

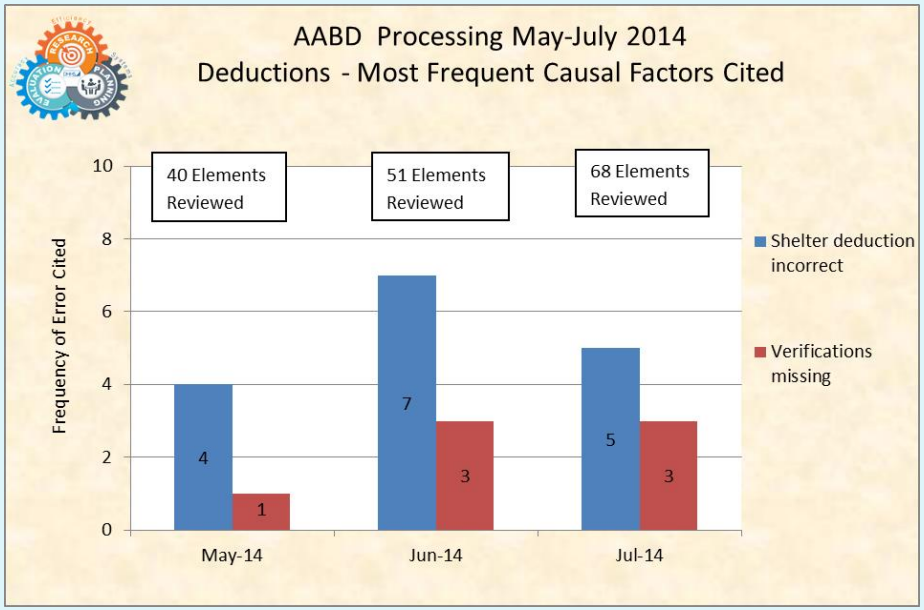


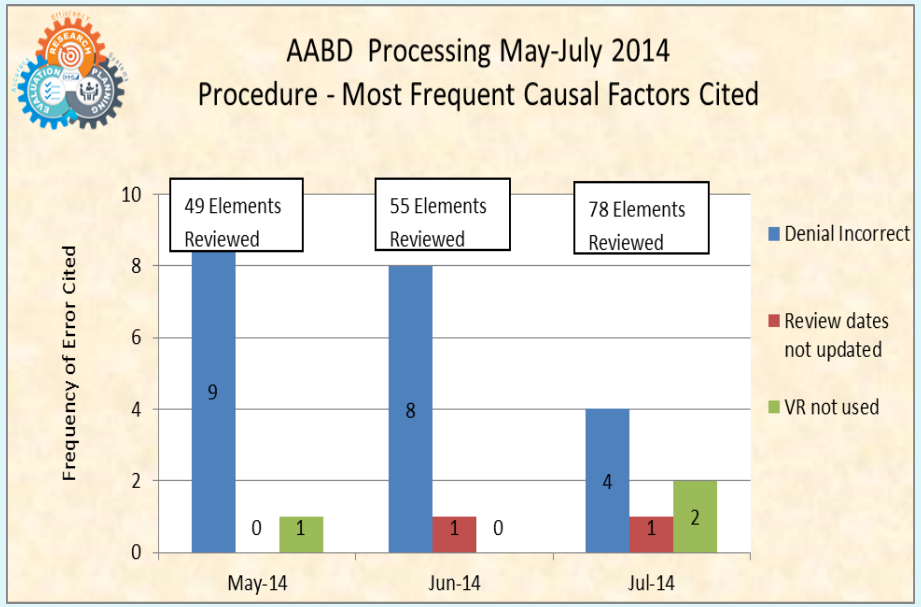


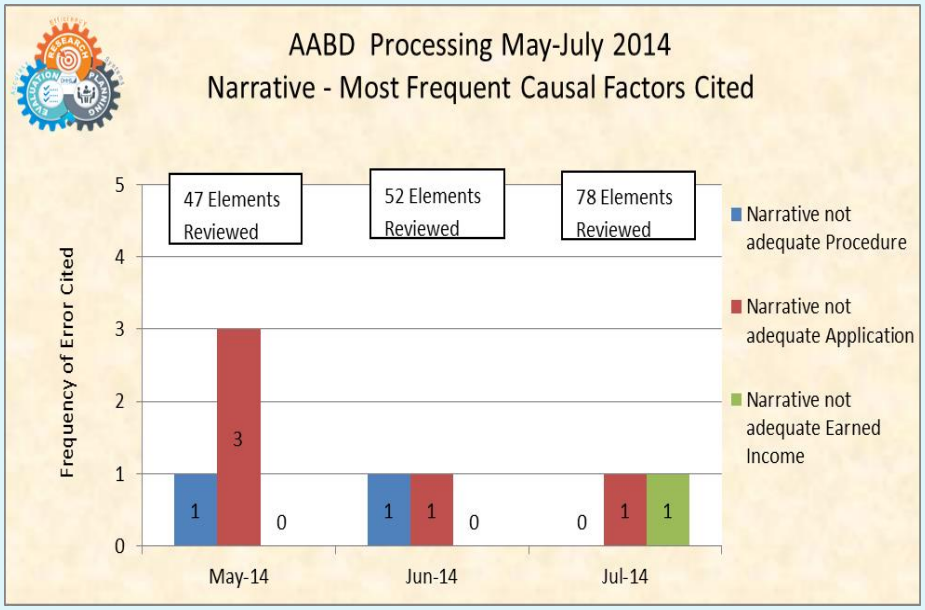
Assistance to the Aged, Blind, or Disabled Payment: Processing

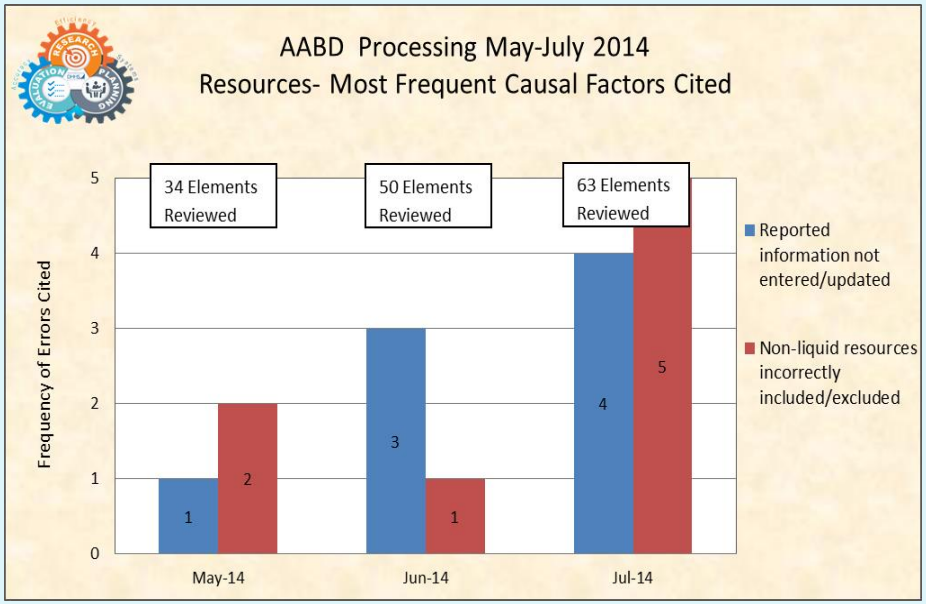


Assistance to the Aged, Blind, or Disabled Payment: Processing

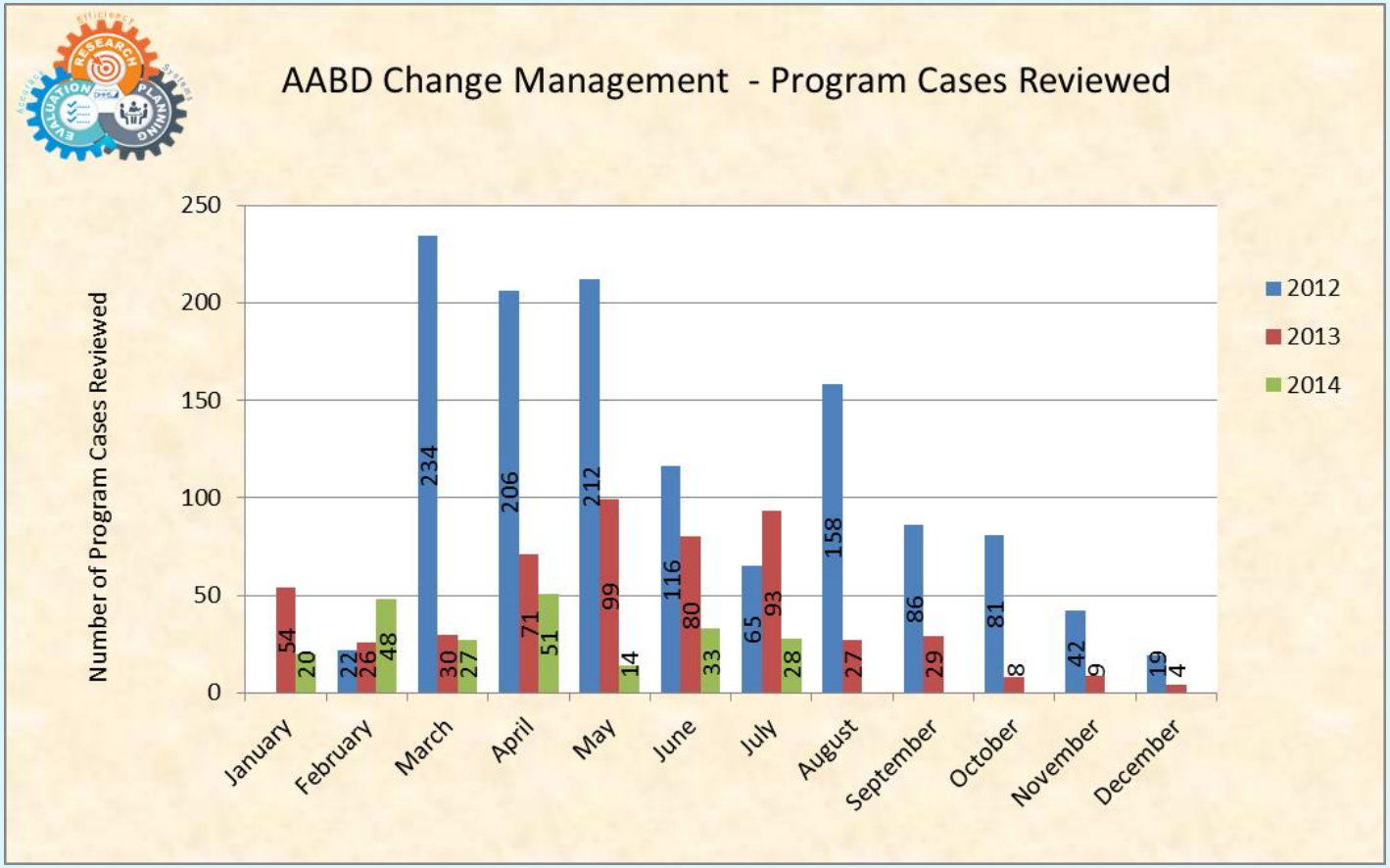








Assistance to the Aged, Blind, or Disabled Payment: Change Management Program Case Reads



Assistance to the Aged, Blind, or Disabled Payment: Change Management

Strengths/Accomplishments:

Captivate Video released:

1. How to Review the CQI report: 8/4/2014

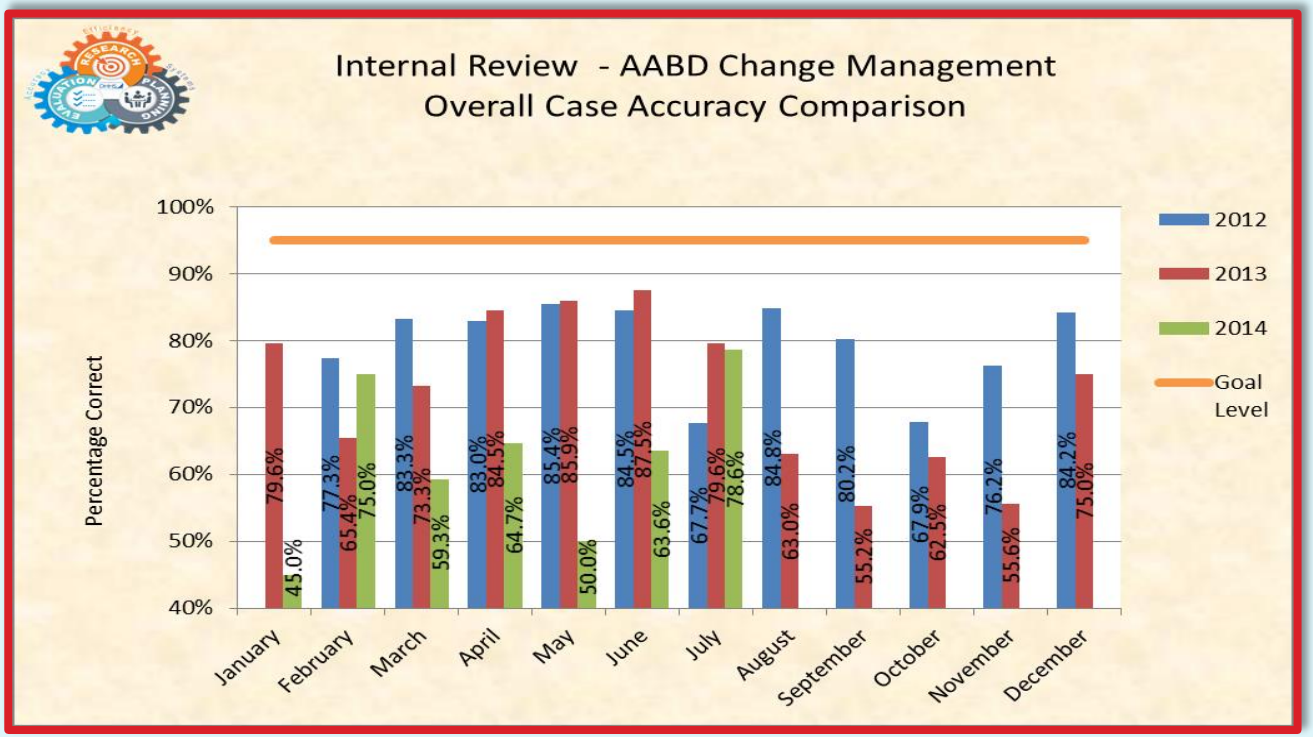
SCR:

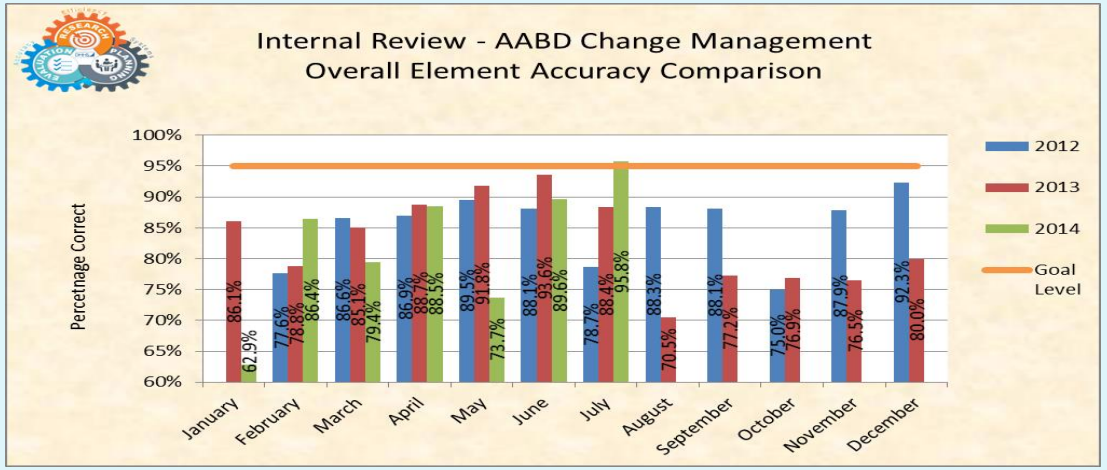
1. SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.
2. SCR 14954 for July 13 will add a Death indicator on an SSA record.

Action Items:

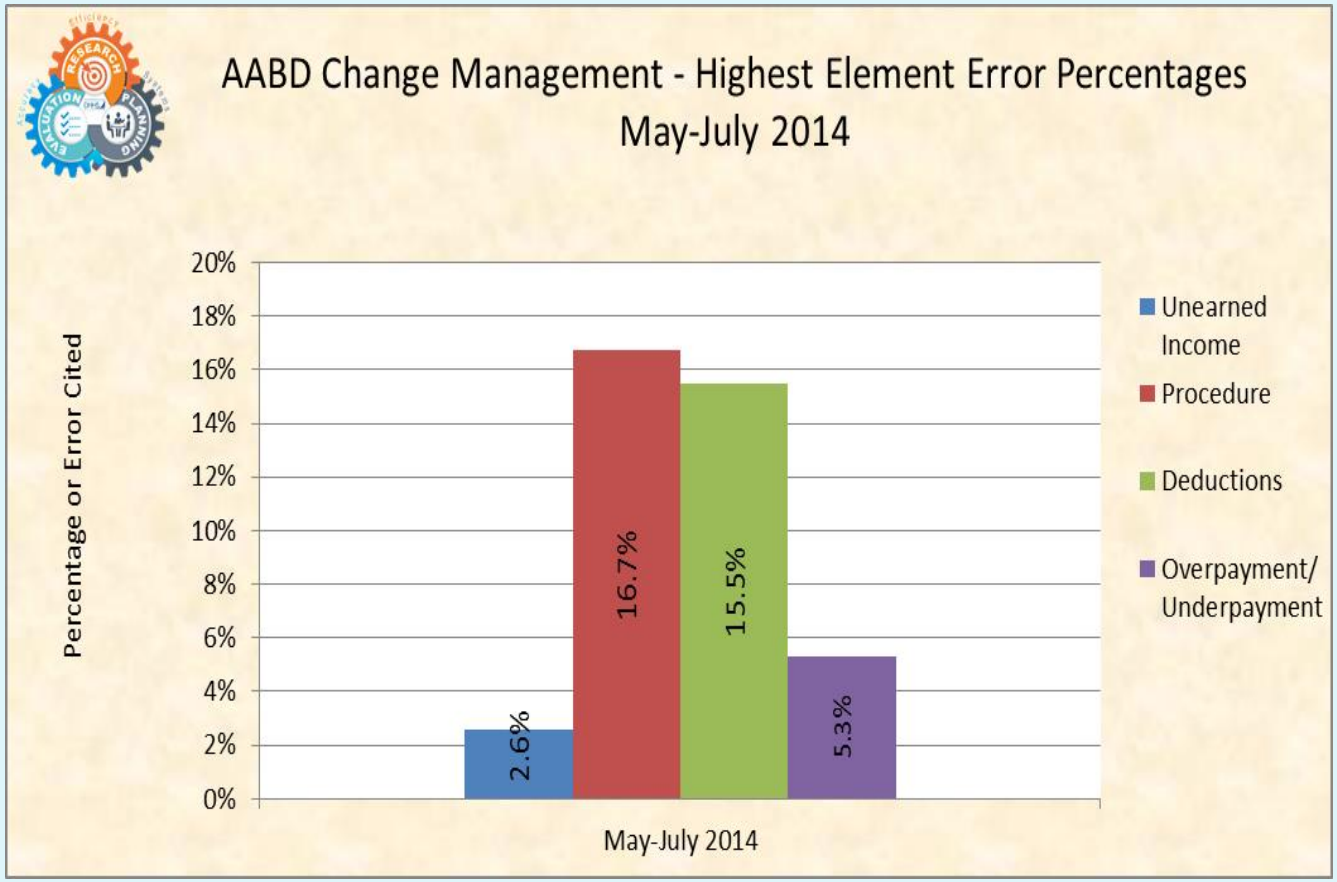
Barriers:

Goal Statement: The Aid to the Aged, Blind and Disabled Payment program will move towards the goal of 95% accuracy on actions taken on all Assistance to the Aged, Blind, or Disabled Payment Payment household cases.

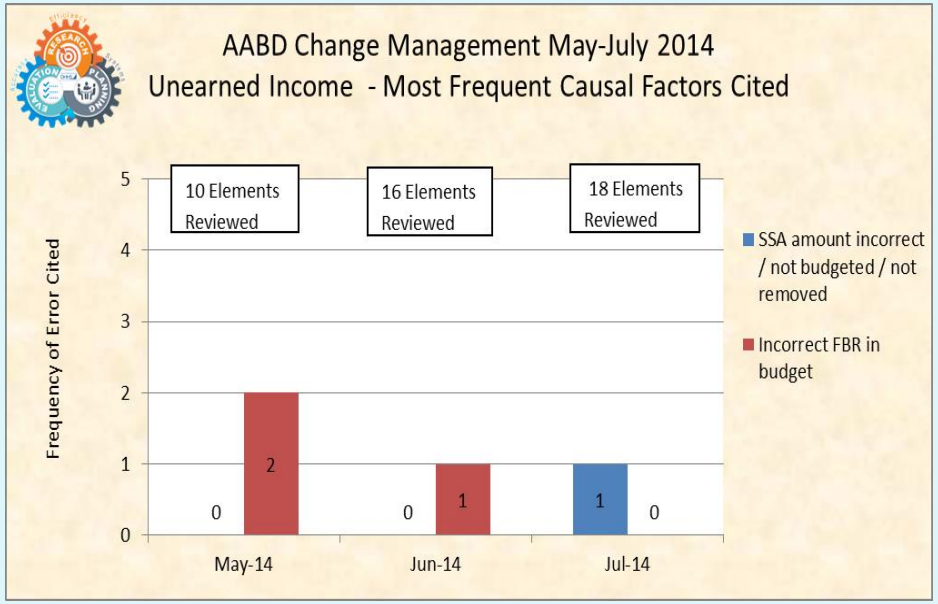


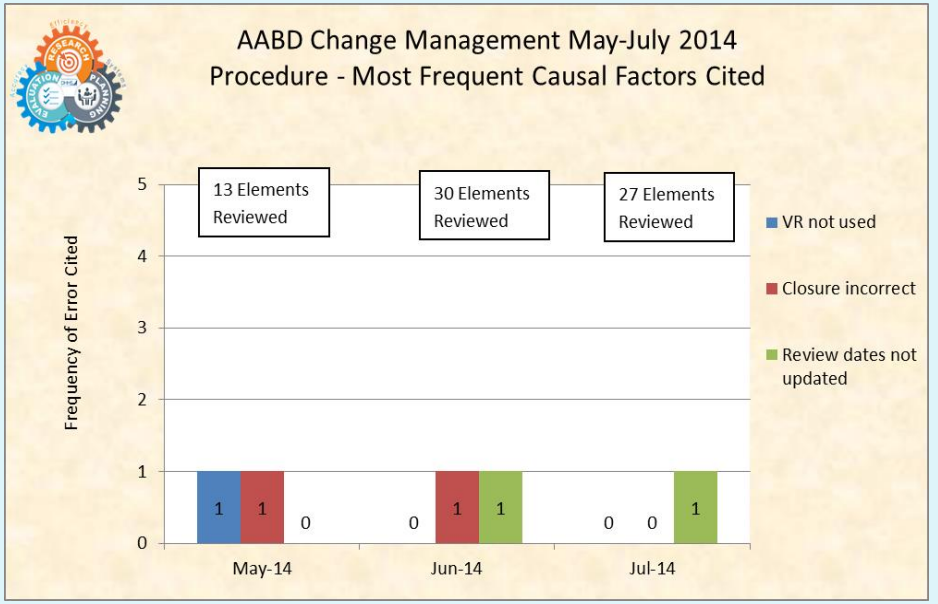


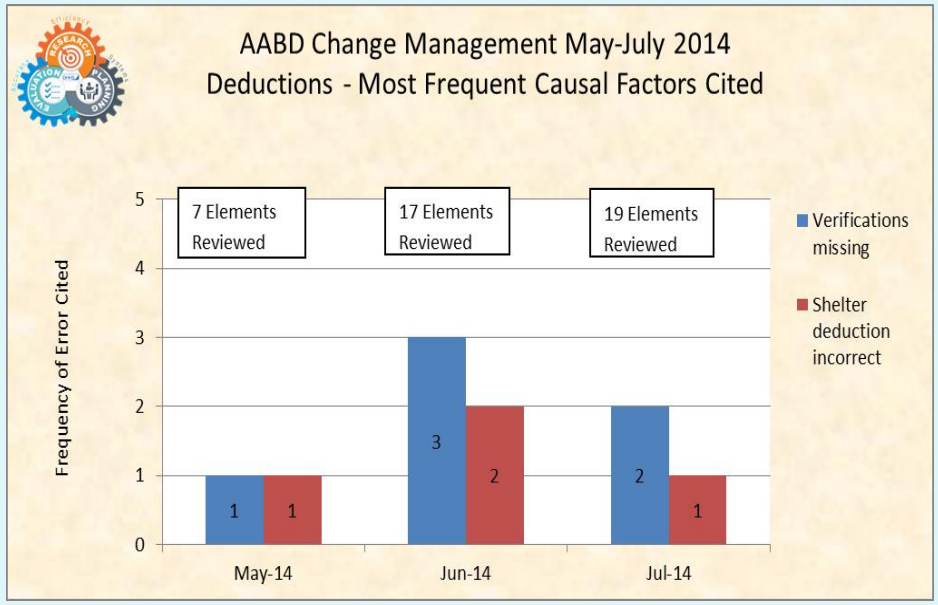
Assistance to the Aged, Blind, or Disabled Payment: Change Management

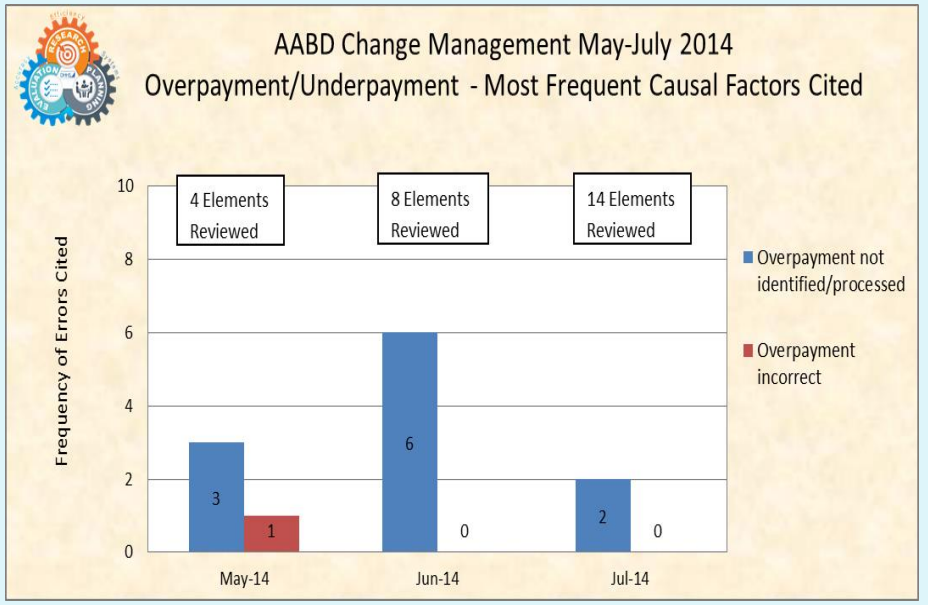


Assistance to the Aged, Blind, or Disabled Payment: Change Management









AABD Success Stories

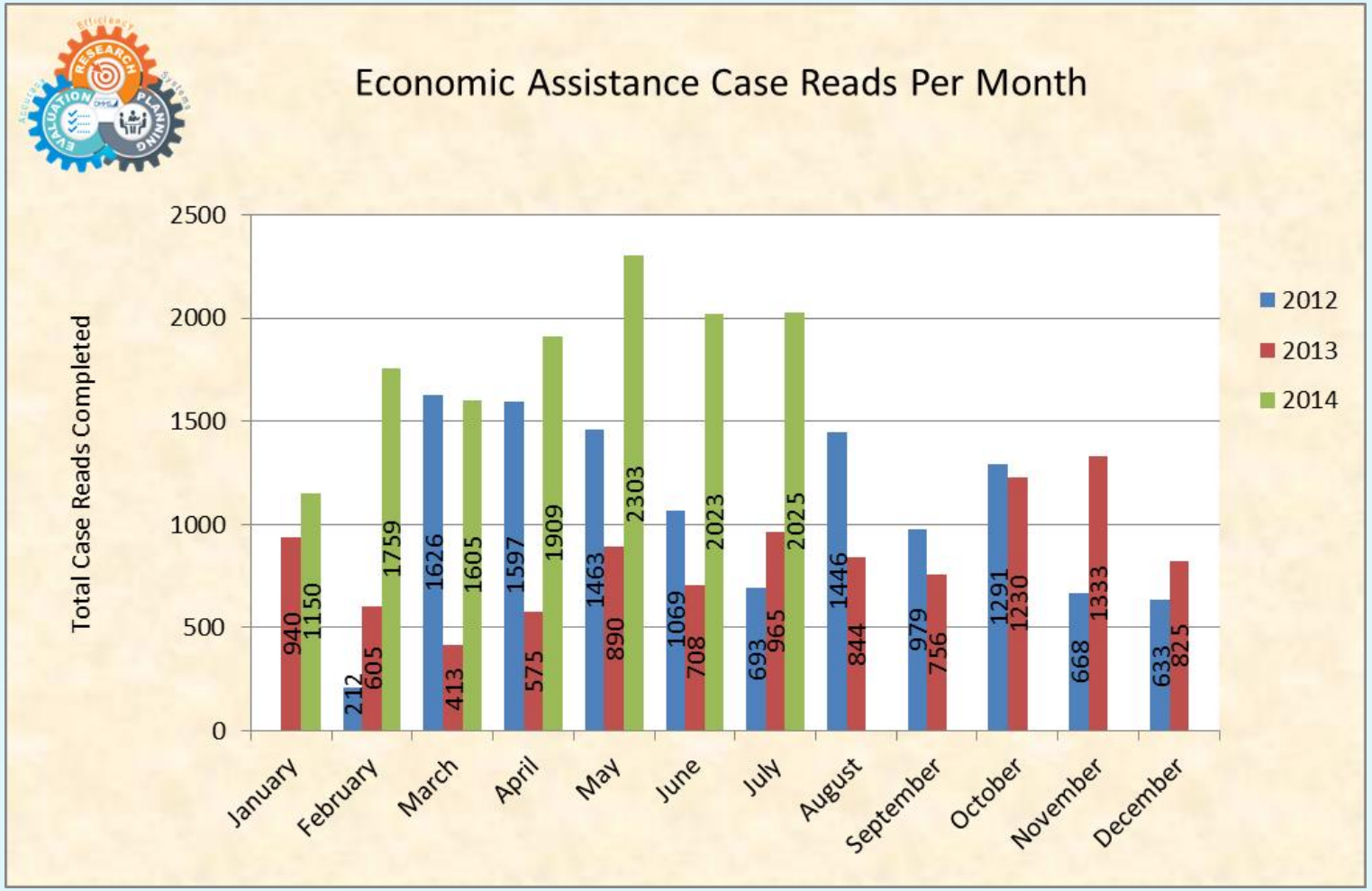
Interviewing

1. Deductions: Removed Causal – Inconsistency in shelter expense not addressed, last error cited 2/2014
2. Deductions: Removed Causal – Verification of shelter not needed, last error cited 2/2014

Change Management

1. Procedure: Removed Causal – Review dates not updated, last error cited 3/2014
2. Unearned Income: Removed Causal – VA amount incorrect/not budgeted/not removed, last error cited 4/2014

Total Case Reviews Completed



CHAPTER 5: WORKFORCE STABILITY

Outcome Statement: Economic Assistance is well-qualified, trained, supervised and supported.

Goal Statement: Economic Assistance is well-qualified, trained, supervised and supported.

SSW + SSW/T Vacancy Rate

Strengths/Accomplishments:

Action Items:

Barriers:

Location of SSW + SSW/T	May 2014 as of 5/1/2014			June 2014 as of 6/2/2014			July 2014 as of 7/1/2014		
	Vacant Positions	Total Positions	Vacancy Rate	Vacant Positions	Total Positions	Vacancy Rate	Vacant Positions	Total Positions	Vacancy Rate
Central Service Area EA	1	28	3.6%	1	28	3.6%	2	28	7.1%
Eastern Service Area EA	3	45	6.7%	2	45	4.4%	0	45	0.0%
Northern Service Area EA	2	23	8.7%	3	23	13.0%	4	23	17.4%
Southeast Service Area EA	1	33	3.0%	1	33	3.0%	2	33	6.1%
Western Service Area EA	0	20	0.0%	0	20	0.0%	0	20	0.0%
Local Office Total	*7*	*149*	*4.7%*	*7*	*149*	*4.7%*	*8*	*149*	*5.4%*
Fremont CSC	7	119	5.9%	3	119	2.5%	8	119	6.7%
Scottsbluff CSC	5	82	6.1%	4	82	4.9%	6	82	7.3%
Customer Service Center Total	*12*	*201*	*6.0%*	*7*	*201*	*3.5%*	*14*	*201*	*7.0%*
Total	**19**	**350**	**5.4%**	**14**	**350**	**4.0%**	**22**	**350**	**6.3%**

The above chart: Shows the percentage of vacancies throughout the service areas. These results are based on employees leaving DHHS, not leaving the state..